



EXCELLERATOR

QUARTERLY MEETING

November 14, 2019



PRESENTING:

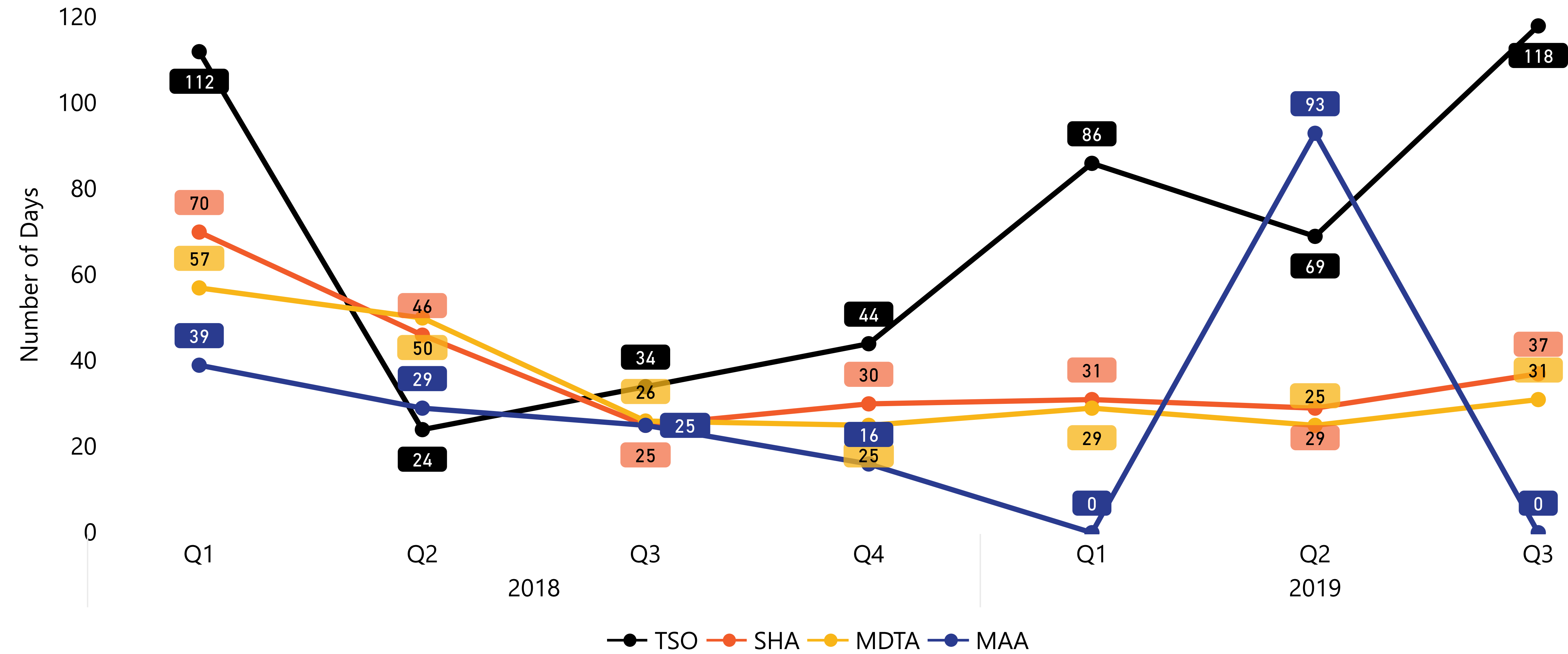
PROVIDE EXCEPTIONAL CUSTOMER SERVICE

TANGIBLE RESULT #1

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.2: Responsiveness to MDOT Customer Correspondence

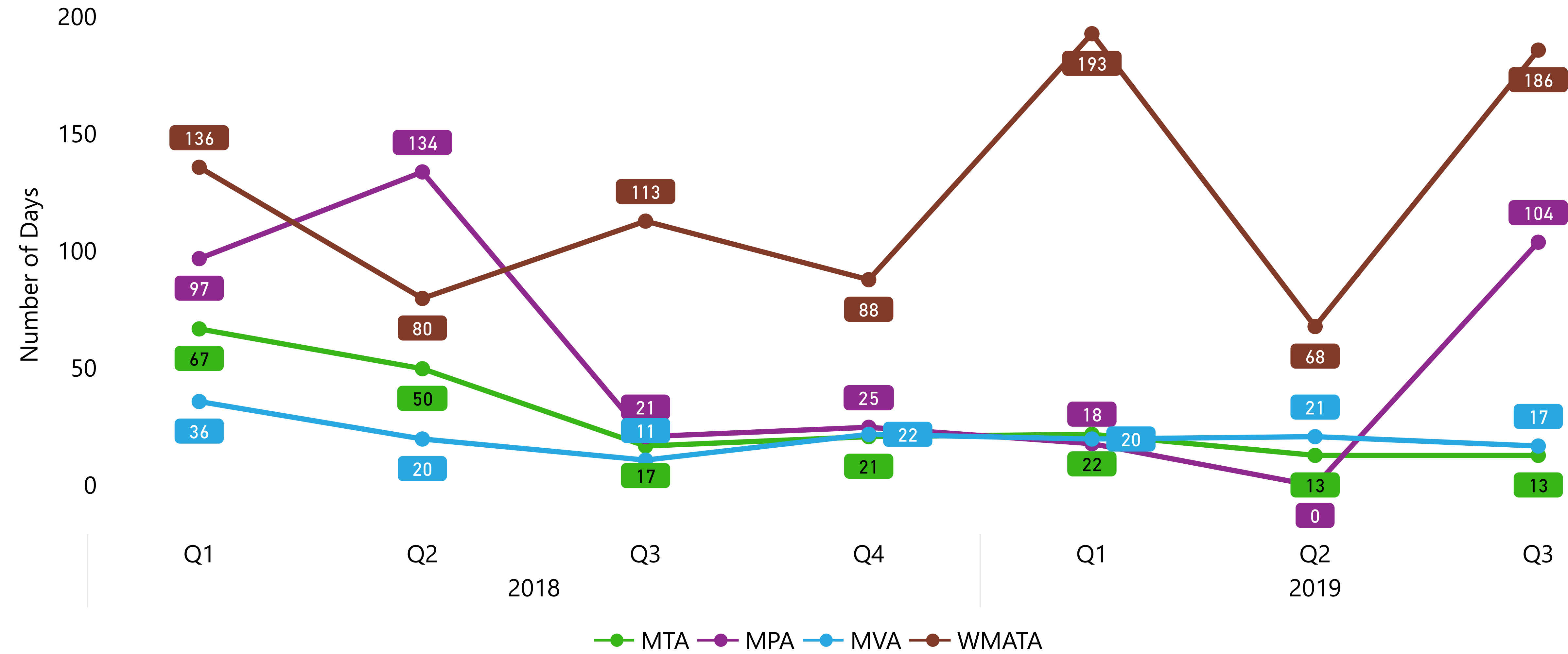
Chart 1.2A.1: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.2: Responsiveness to MDOT Customer Correspondence

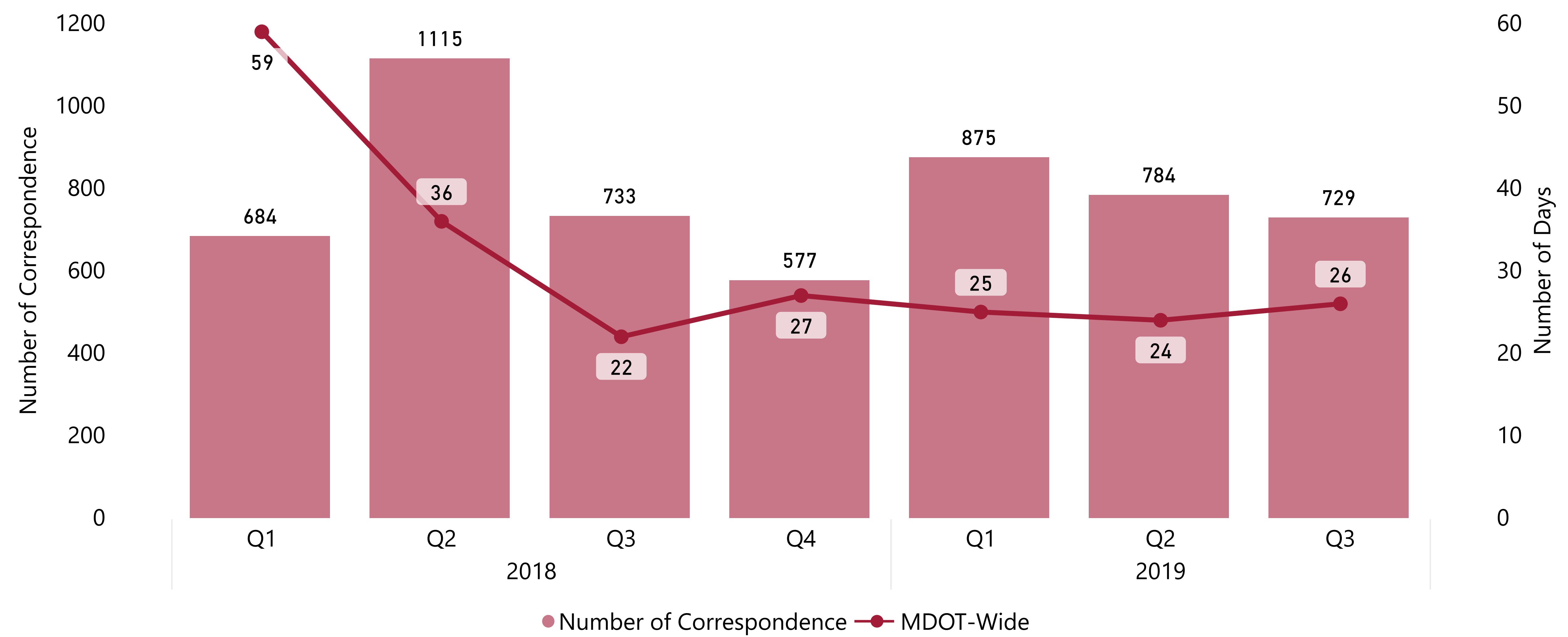
Chart 1.2A.2: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.2: Responsiveness to MDOT Customer Correspondence

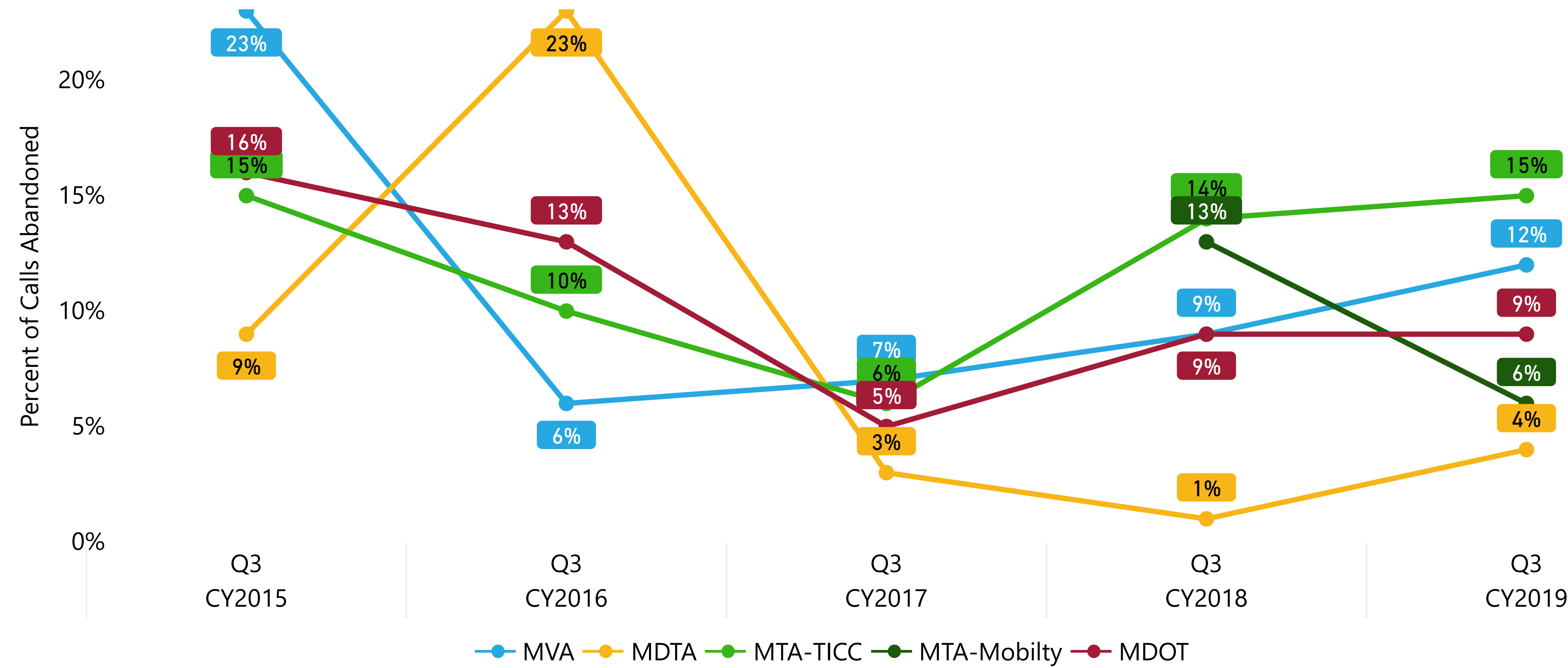
Chart 1.2A.3: Average Number of Days to Respond to Correspondence in MDOT IQ System-Wide



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

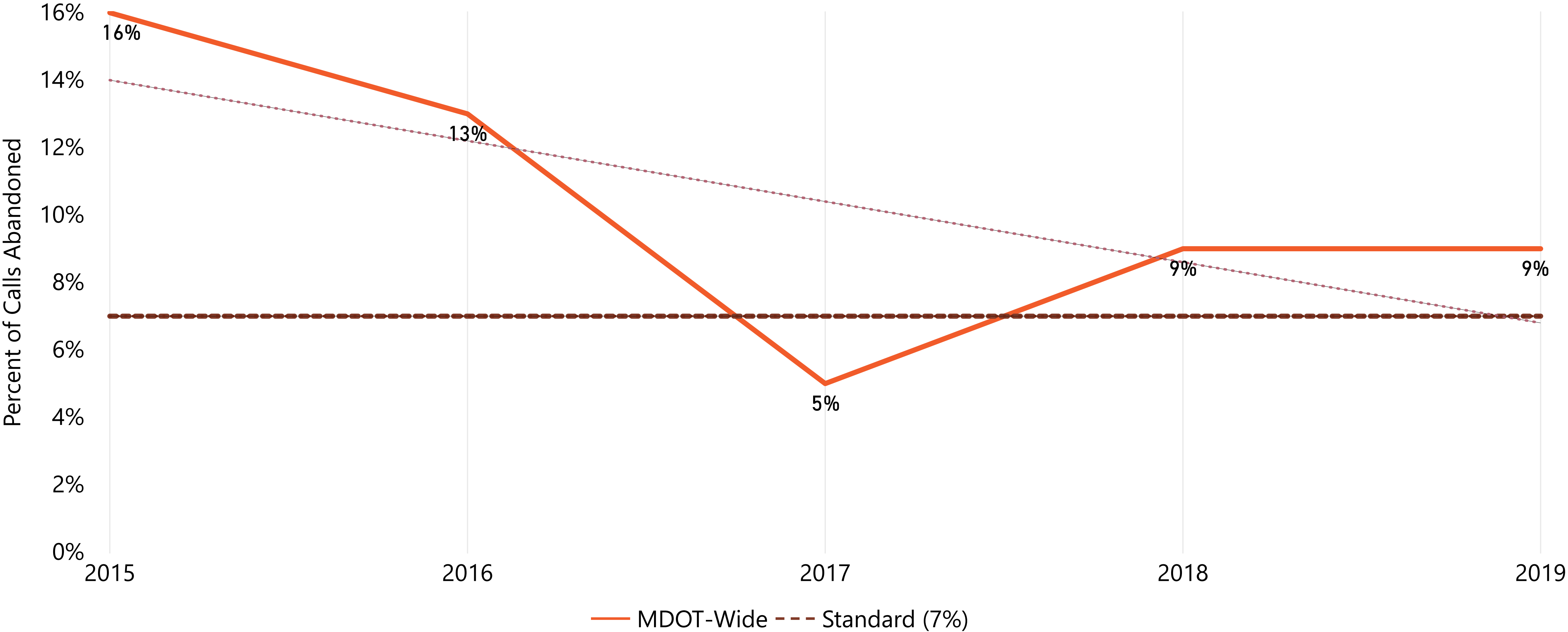
Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

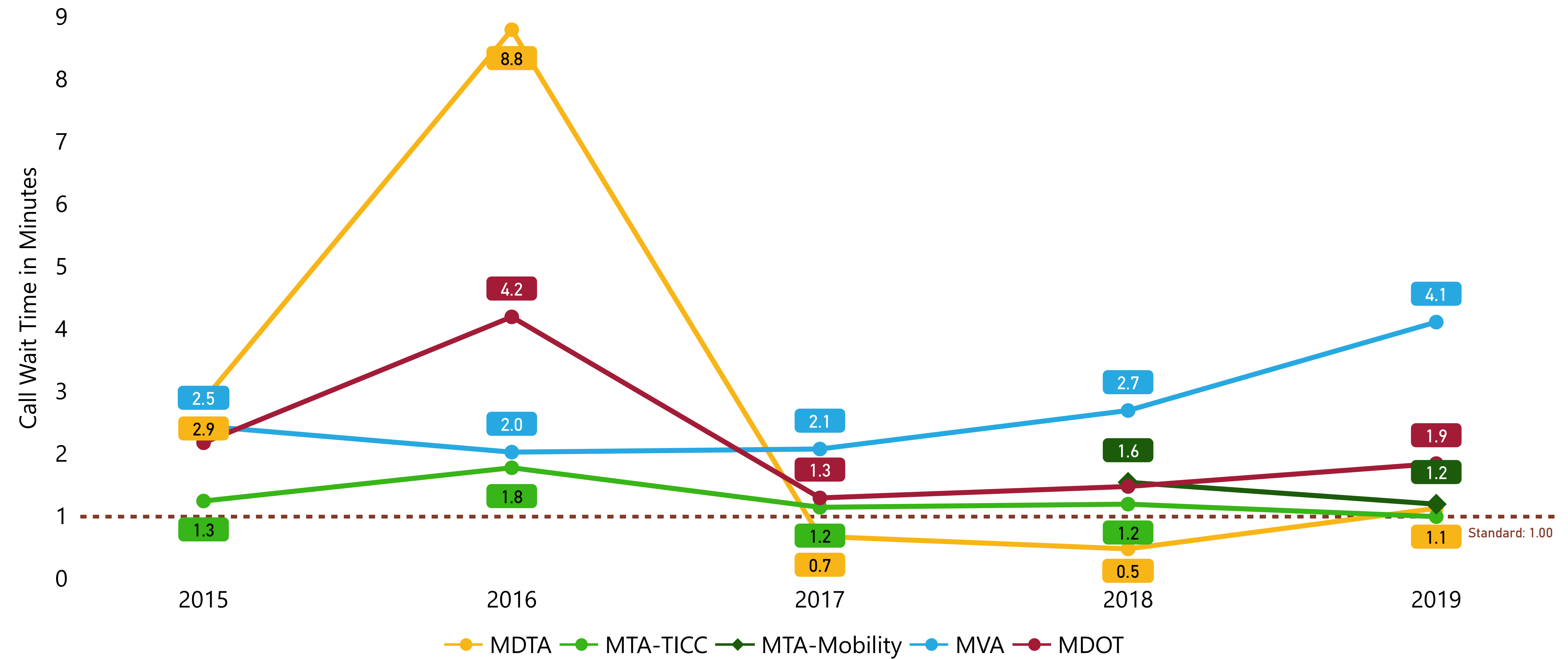
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

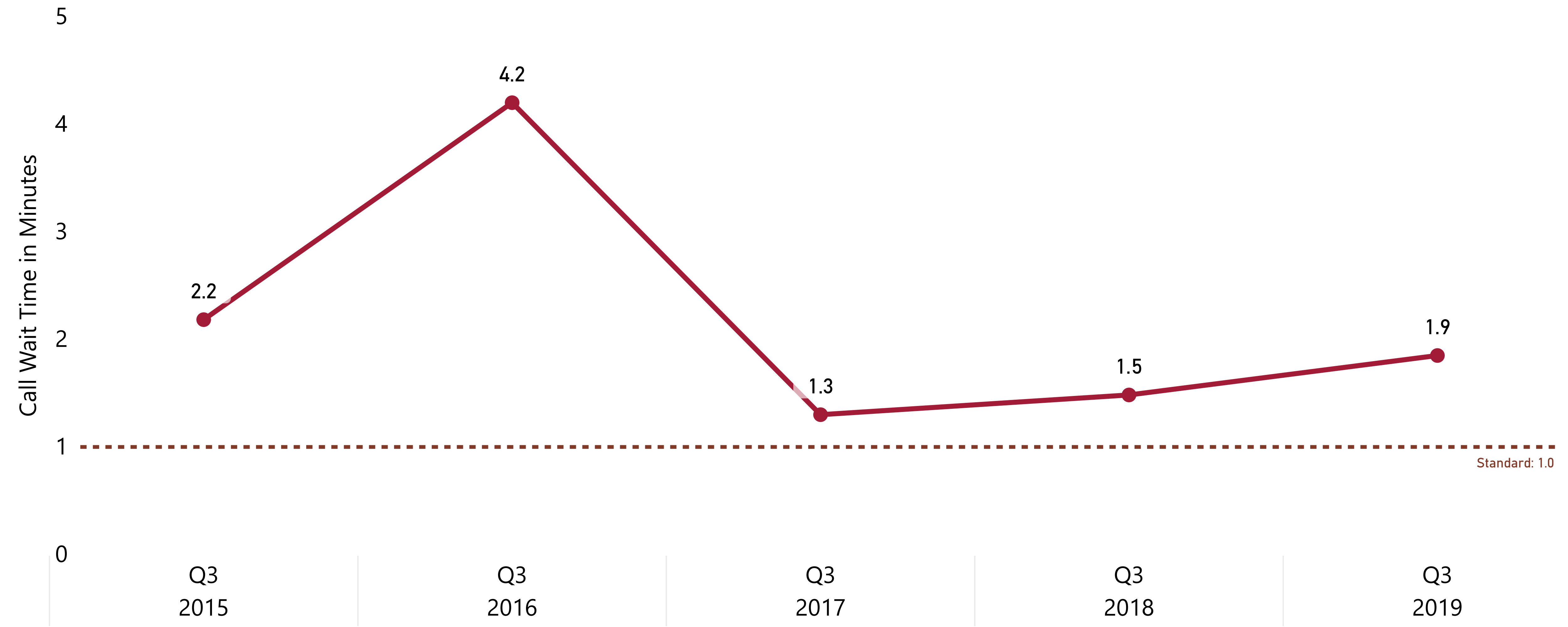
Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services

Chart 1.3B.2: Average Call Wait Times at MDOT Call Centers



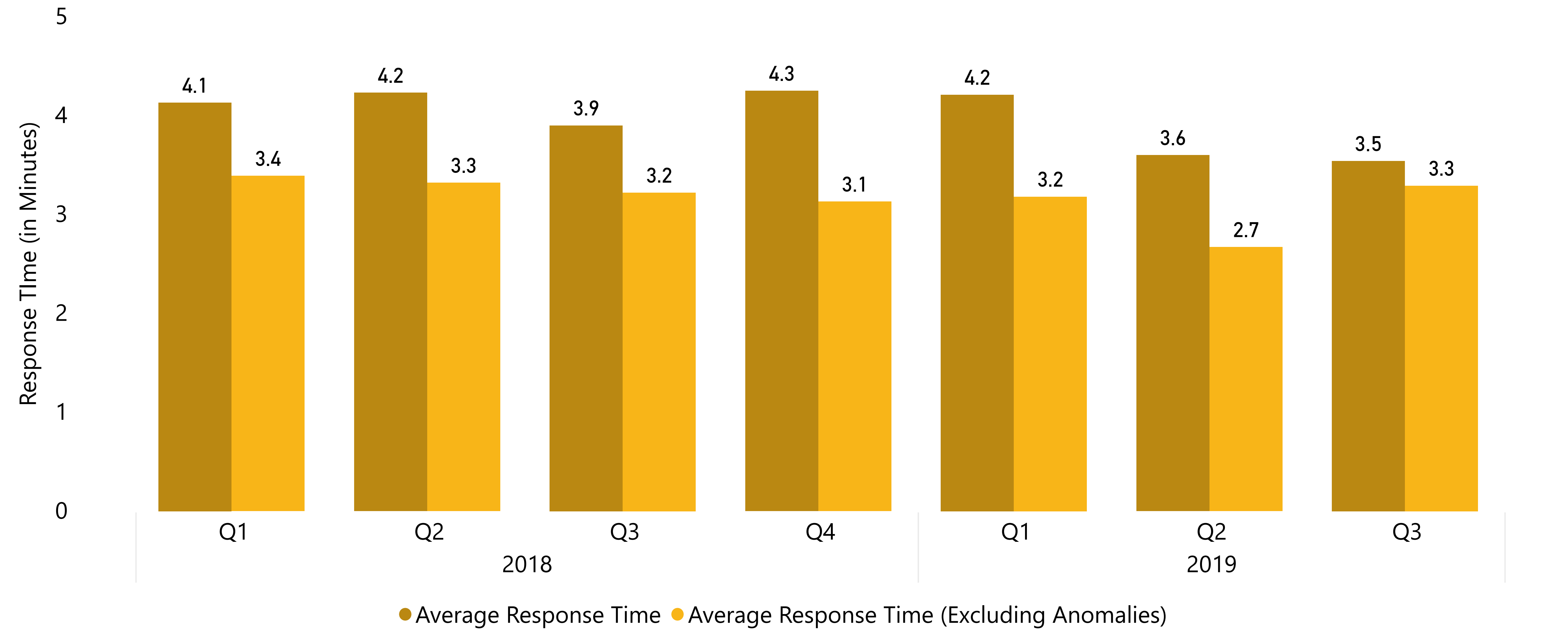


PRESENTING:
TANGIBLE RESULT #1
TBU SPECIFIC MEASURES

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MDTA 1.1: Response Time for Messaging

Chart MDTA 1.1.1: Reponse Time for Messaging Unplanned Events/Crashes



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MTA1.2: Customer Feedback Resolution

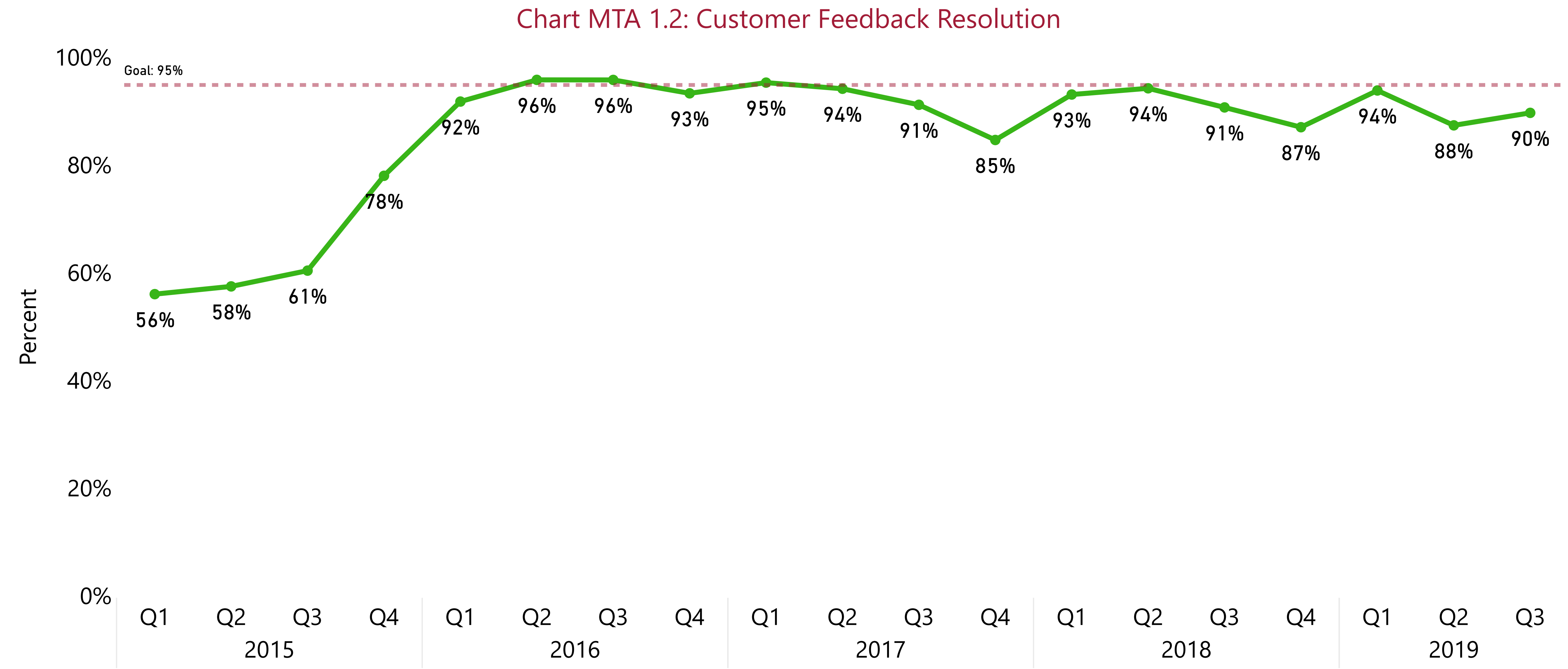
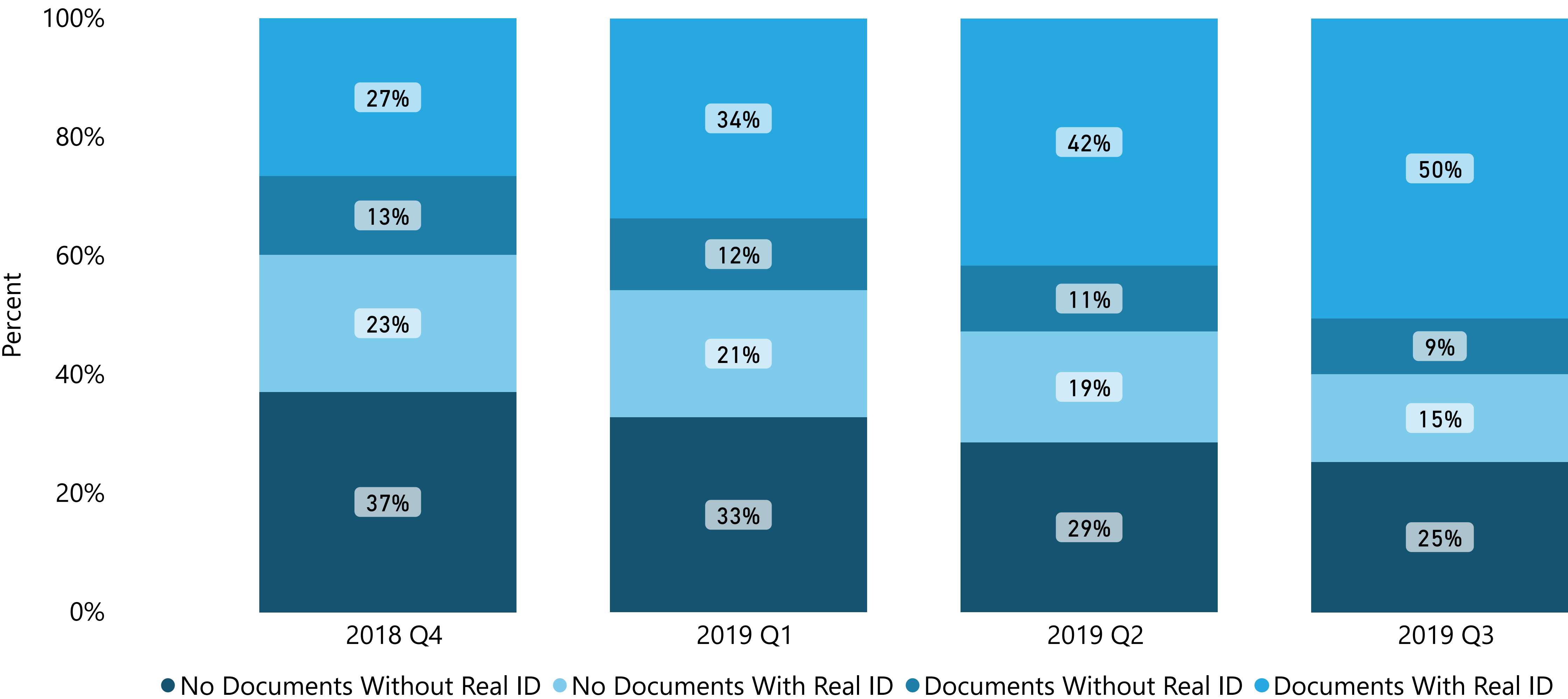


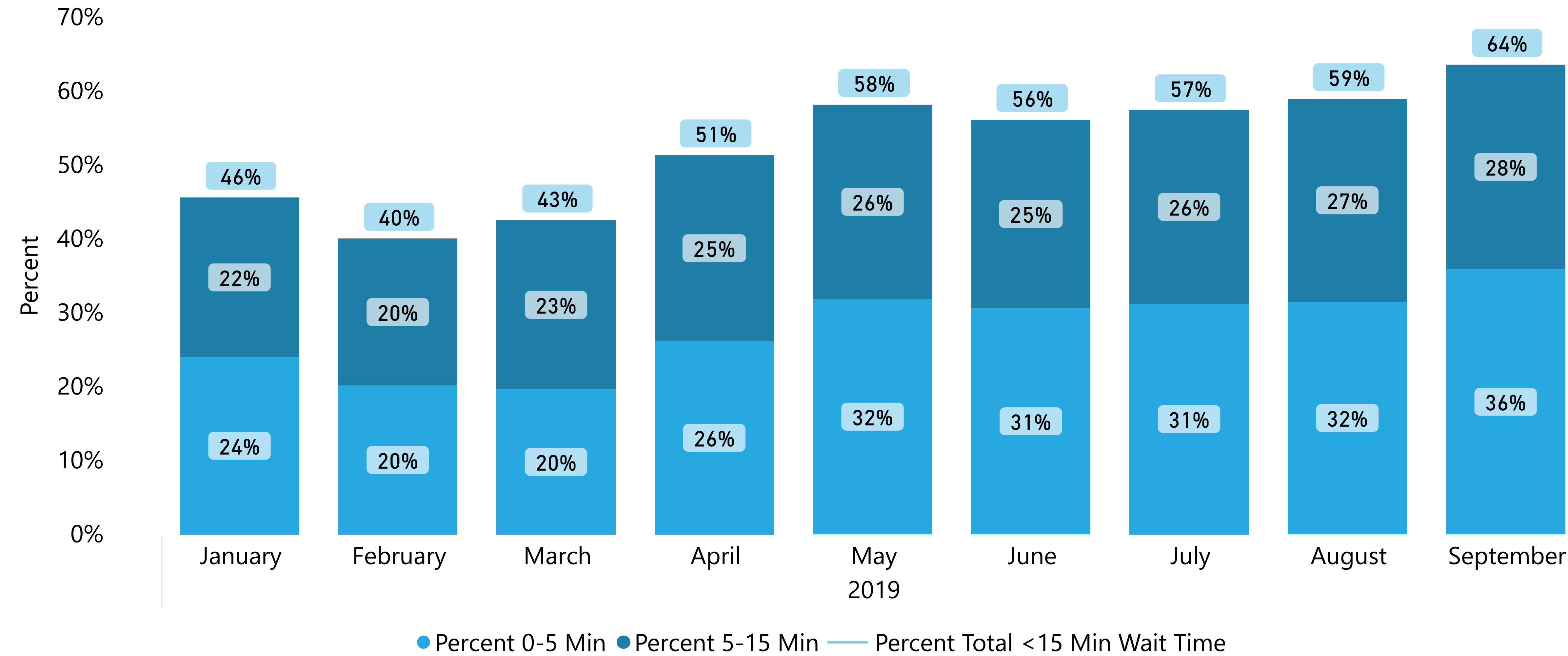
Chart MVA 1.4.1: Real ID Compliance Status



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MVA 1.6: MVA Branch Wait Times

Chart MVA 1.6.1: Percentage of Customers Experiencing Less Than 15 Minutes Wait Time





PRESENTING:

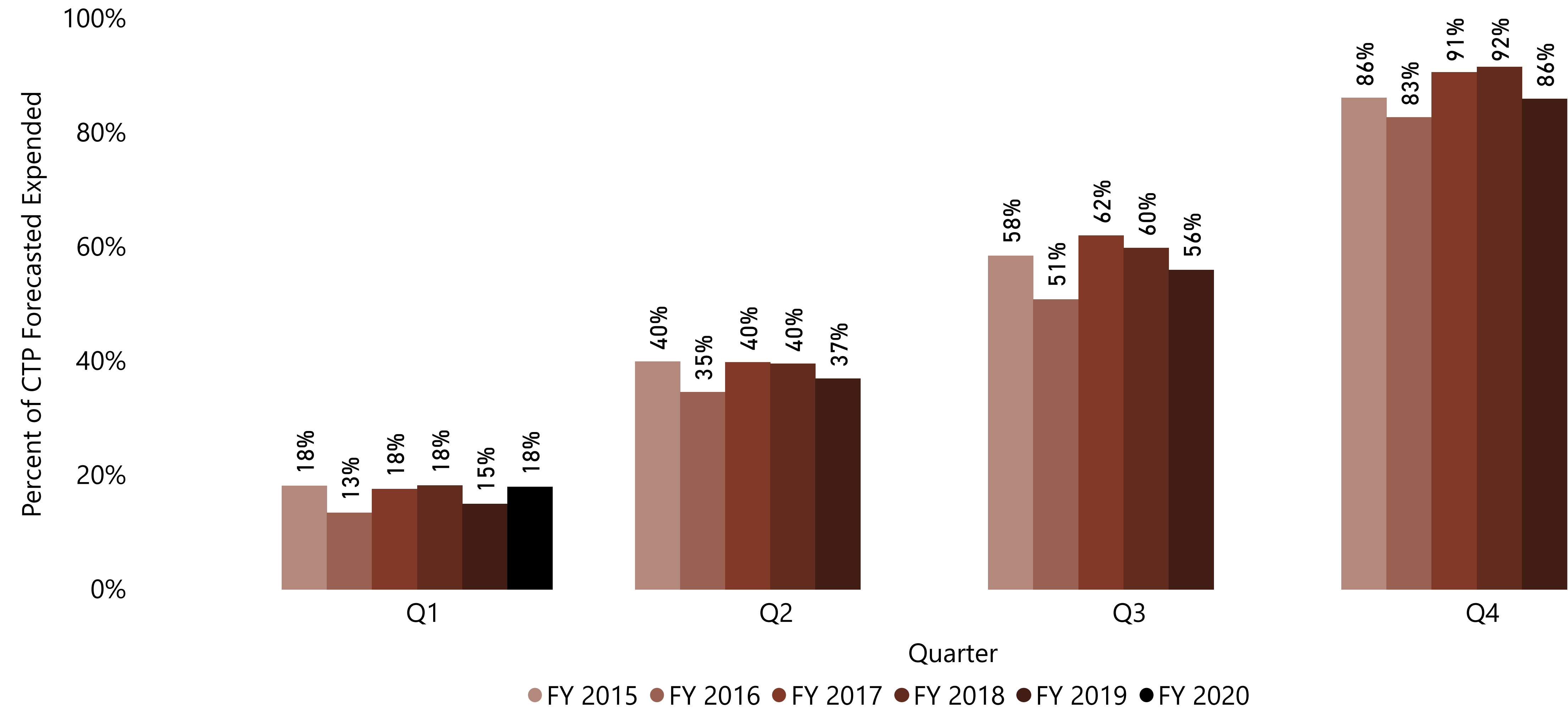
USE RESOURCES WISELY

TANGIBLE RESULT #2

TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.1: 6-Year Expenditure Rate Analysis (Federal & State)



TR#2: USE RESOURCES WISELY

PM#2.1: Percent of Capital Dollars Spent As Programmed

Chart 2.1.2: 3-Year Expenditure Rate by TBU (State/Federal/Toll)

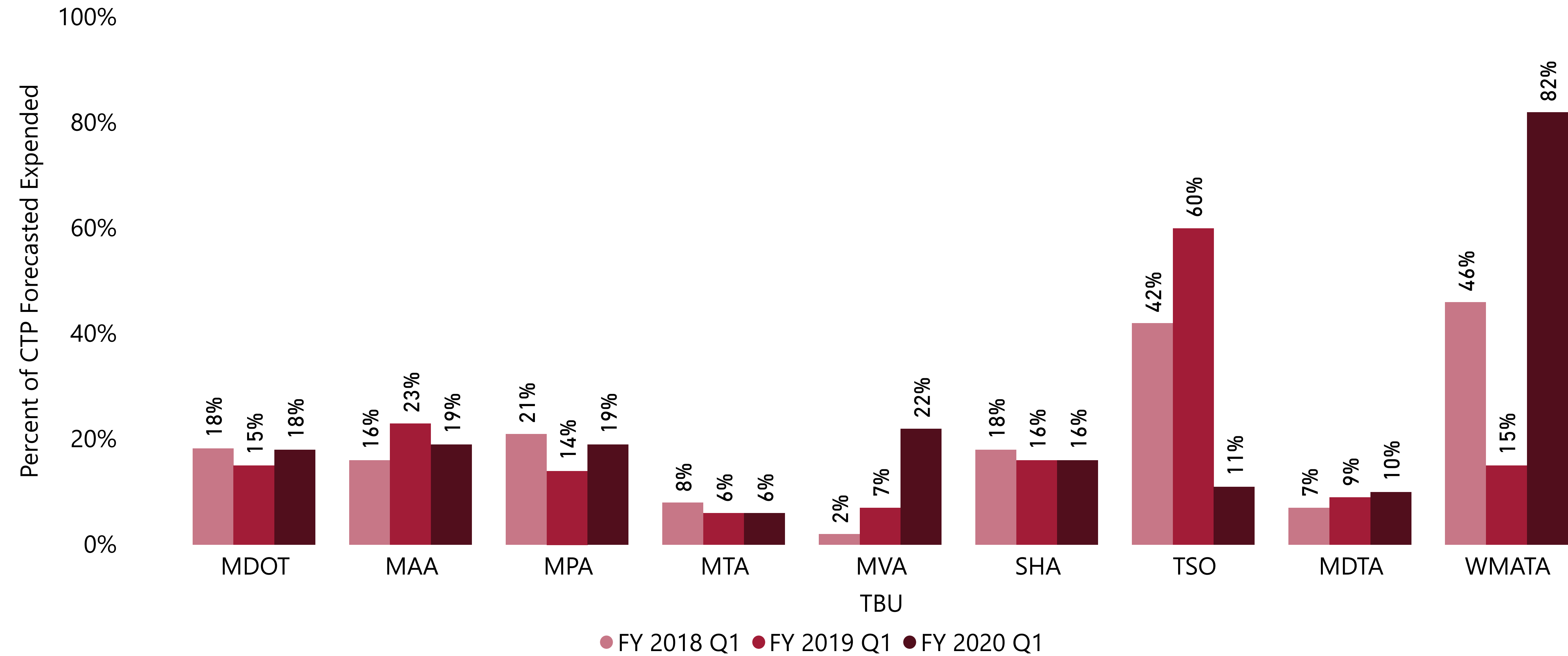


Chart 2.3.1: Separation Reasons MDOT-Wide for Q3 2019

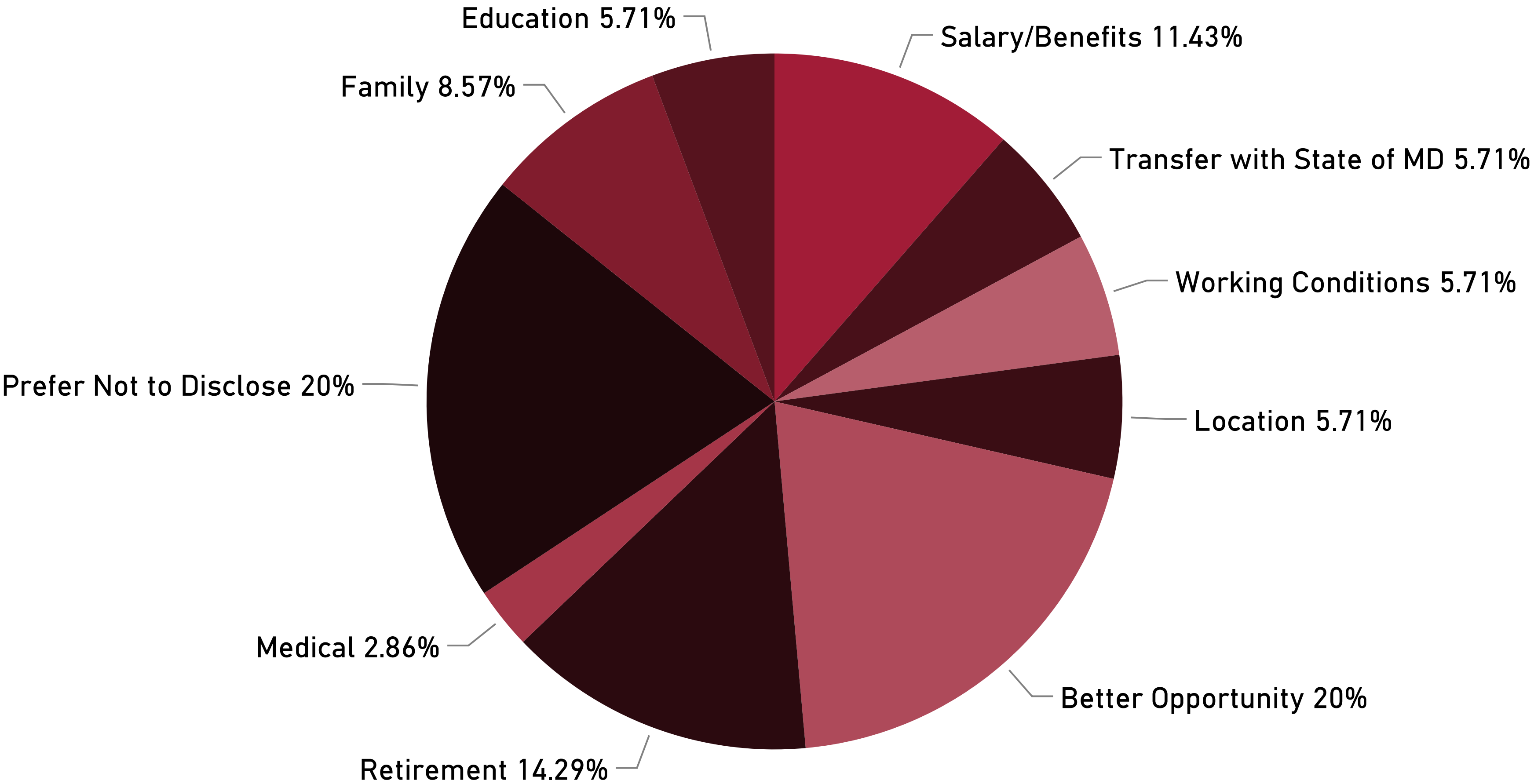


Chart 2.5.1: Sensitive Assets Found by TBU

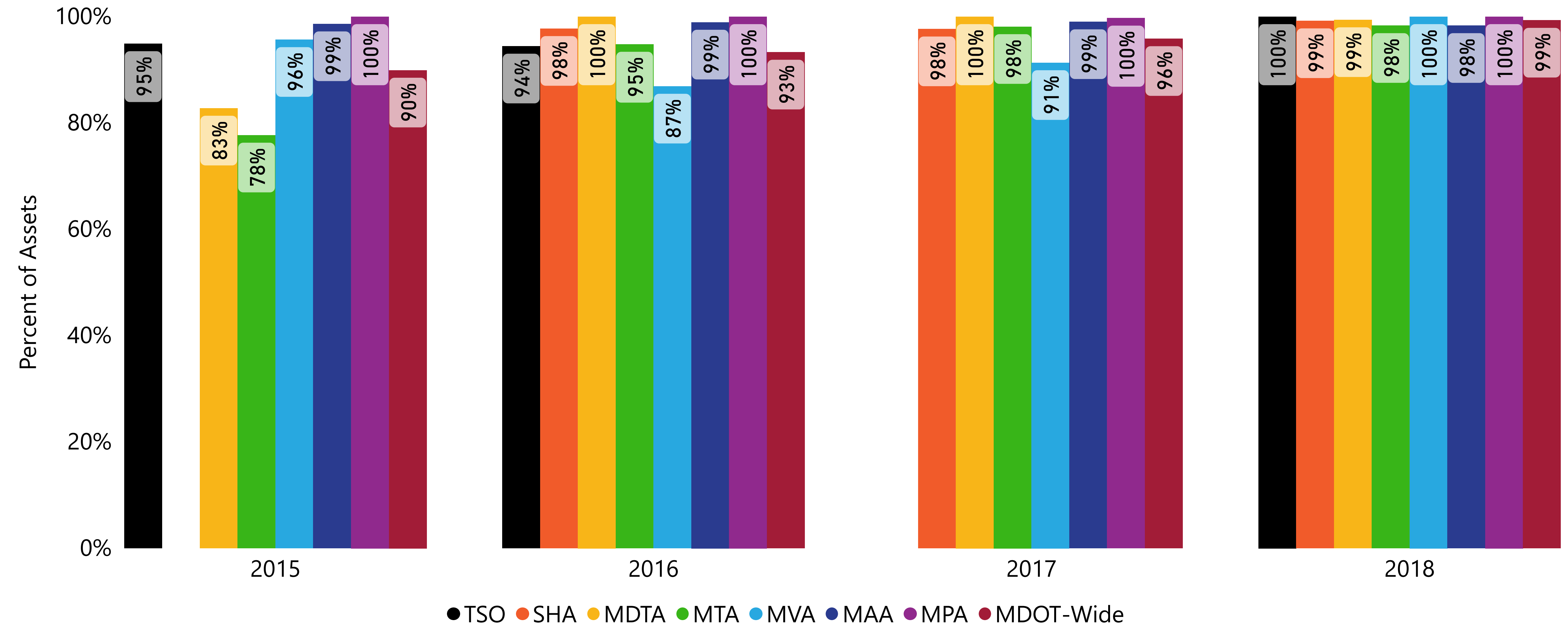
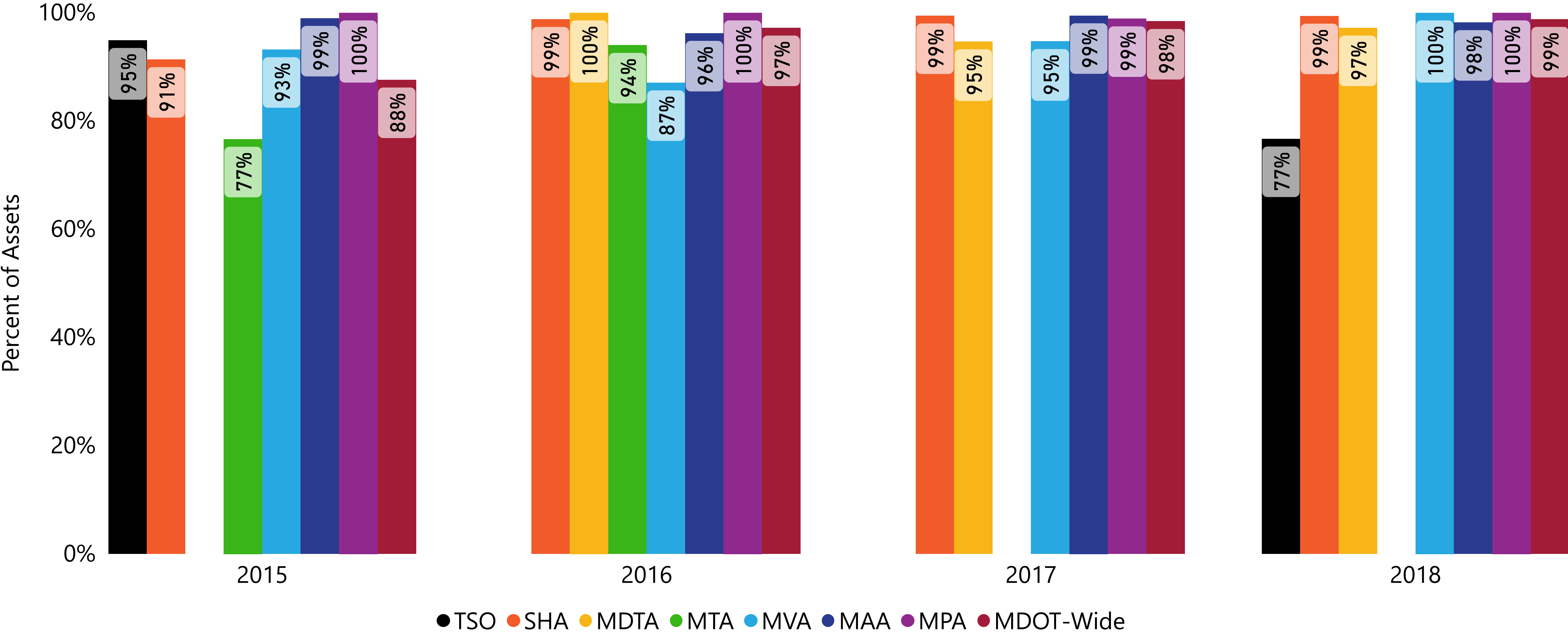


Chart 2.5.2: Non-Sensitive Assets Found by TBU



TR#2: USE RESOURCES WISELY

PM#2.5: Managing Fixed Assets

Chart 2.5.3: Total Assets Found by TBU

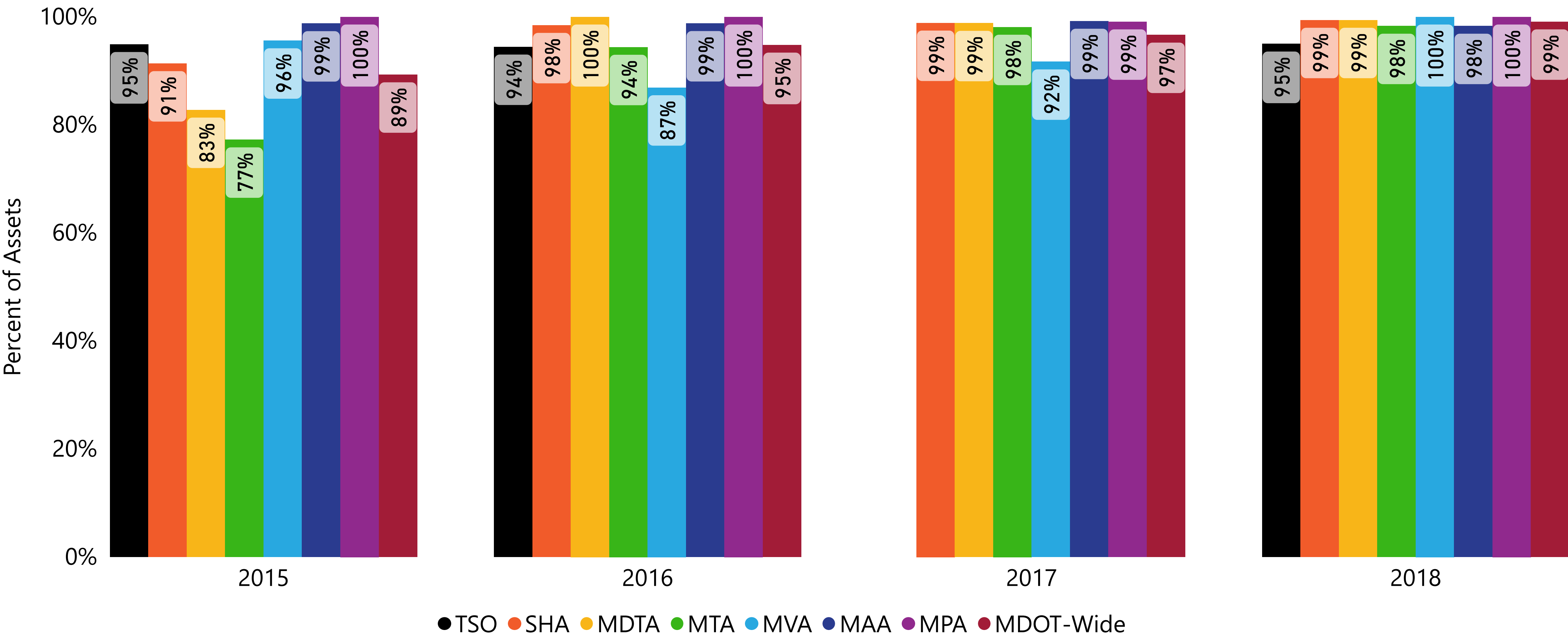


Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance

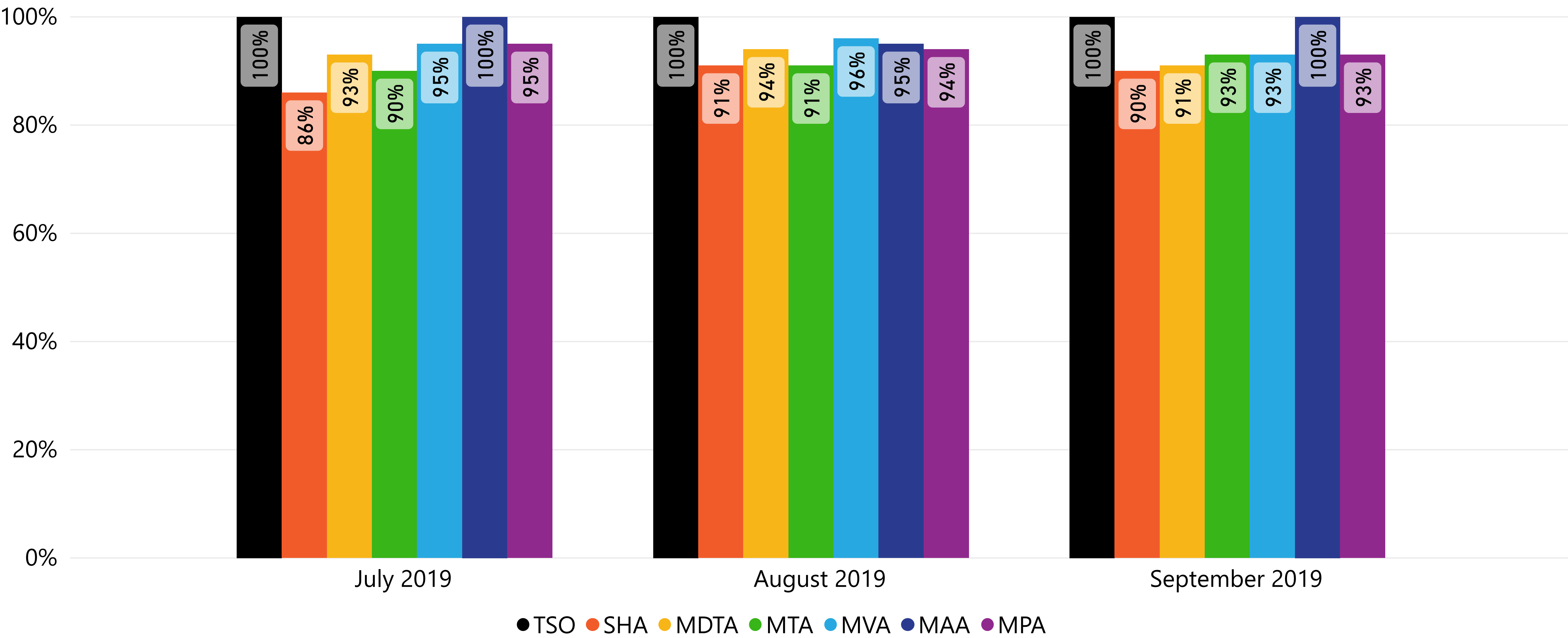


Chart 2.8.1: Number of Internal Audit Findings by TBU

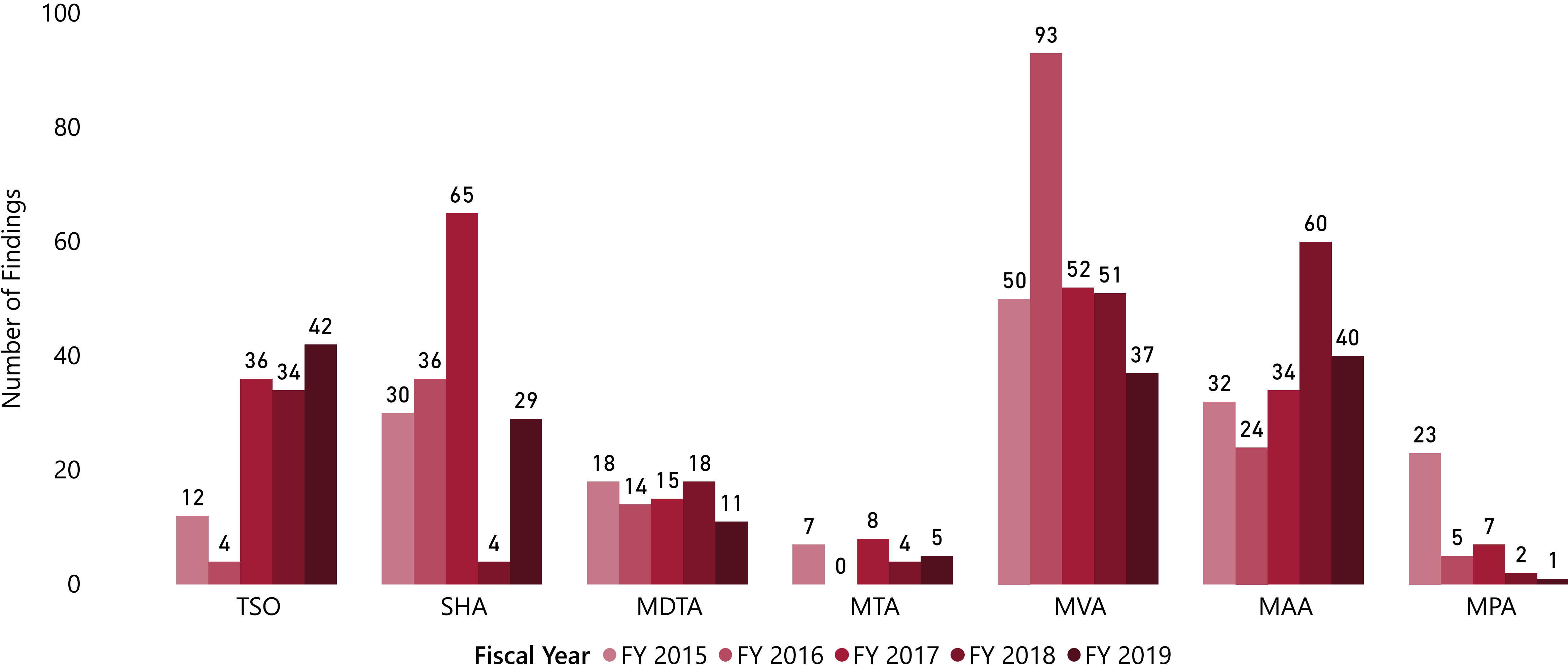


Chart 2.8.2: Number Total Internal Audit Findings by TBU

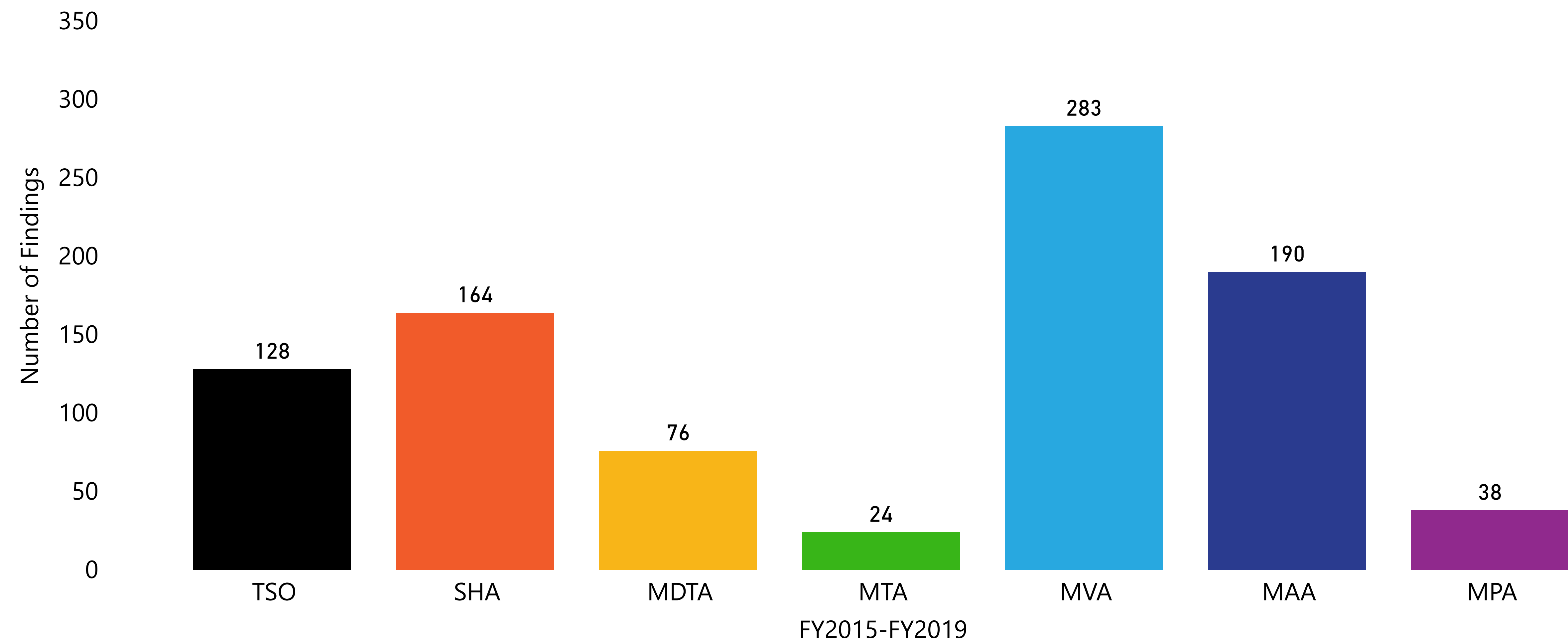


Chart 2.8.3: Number Total Internal Audit Findings MDOT-Wide

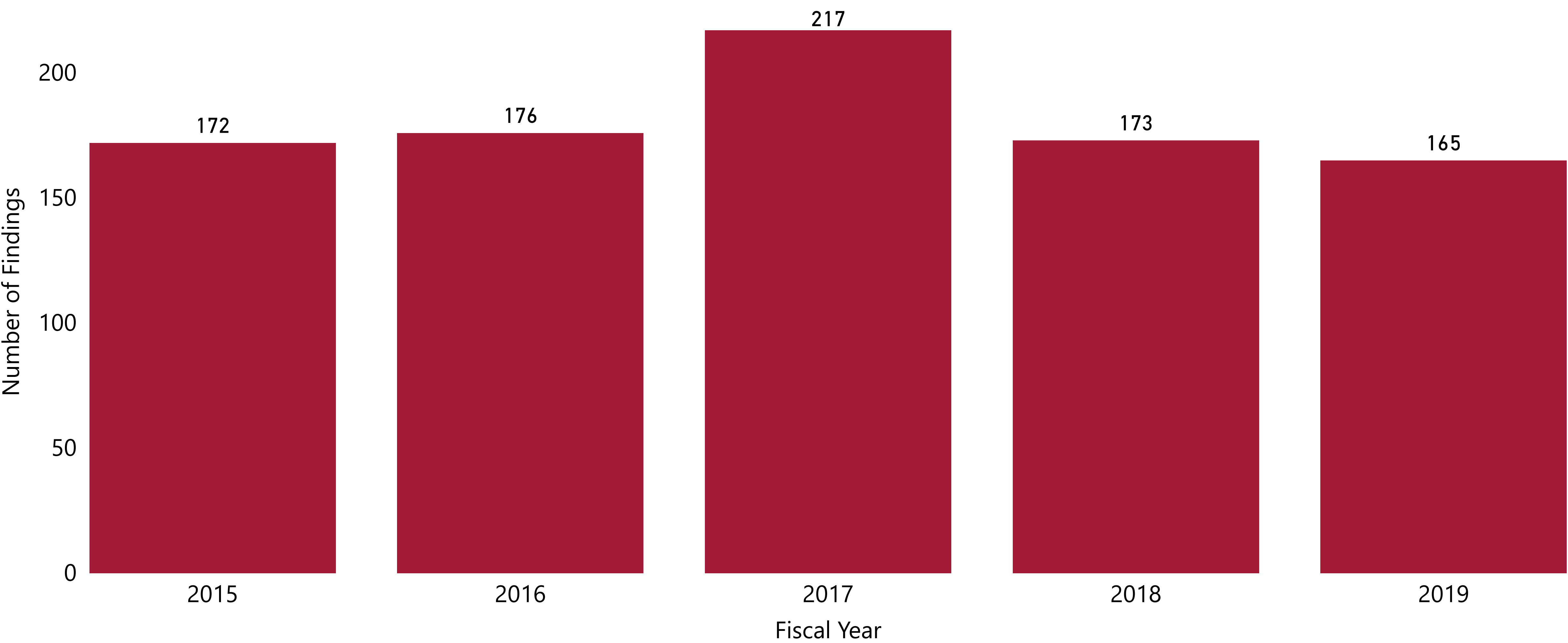


Chart 2.8.4: Number of Internal Audit Repeat Findings by TBU

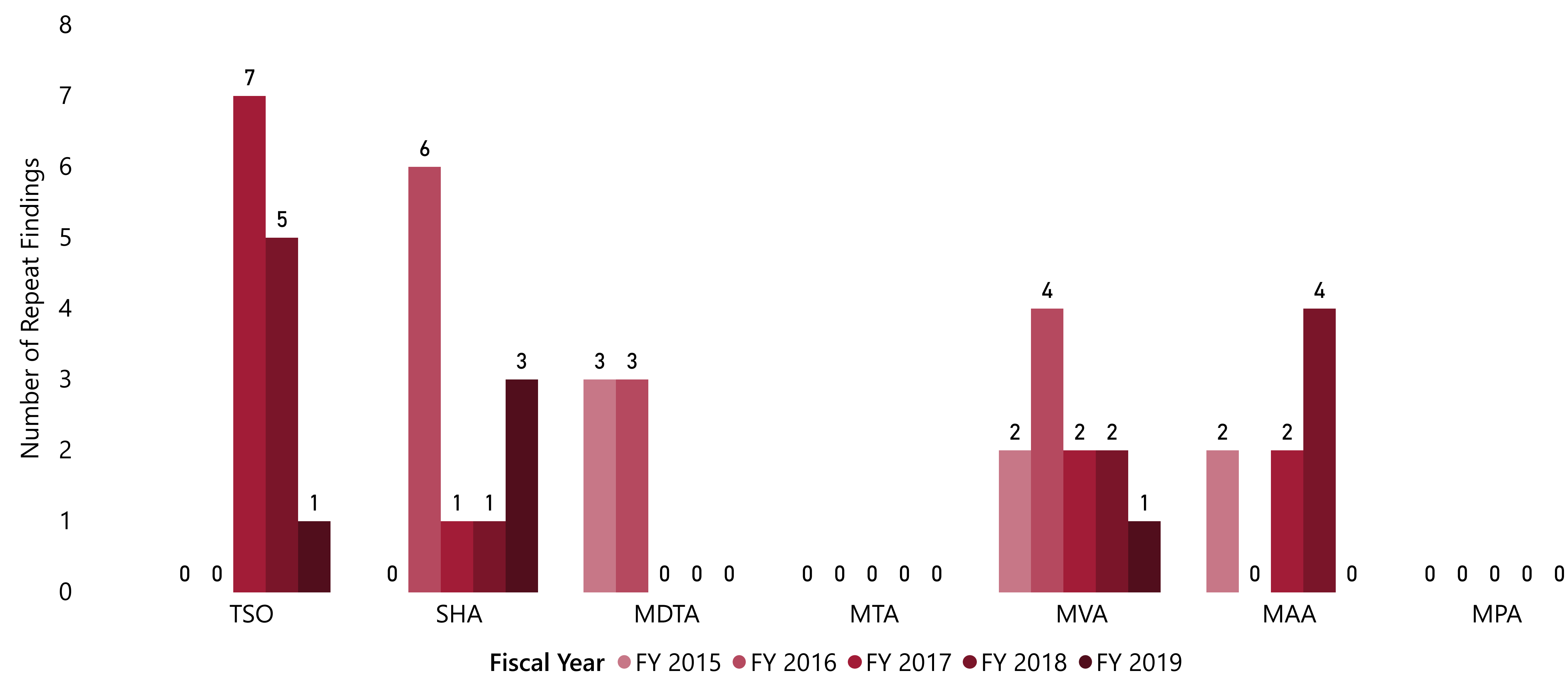
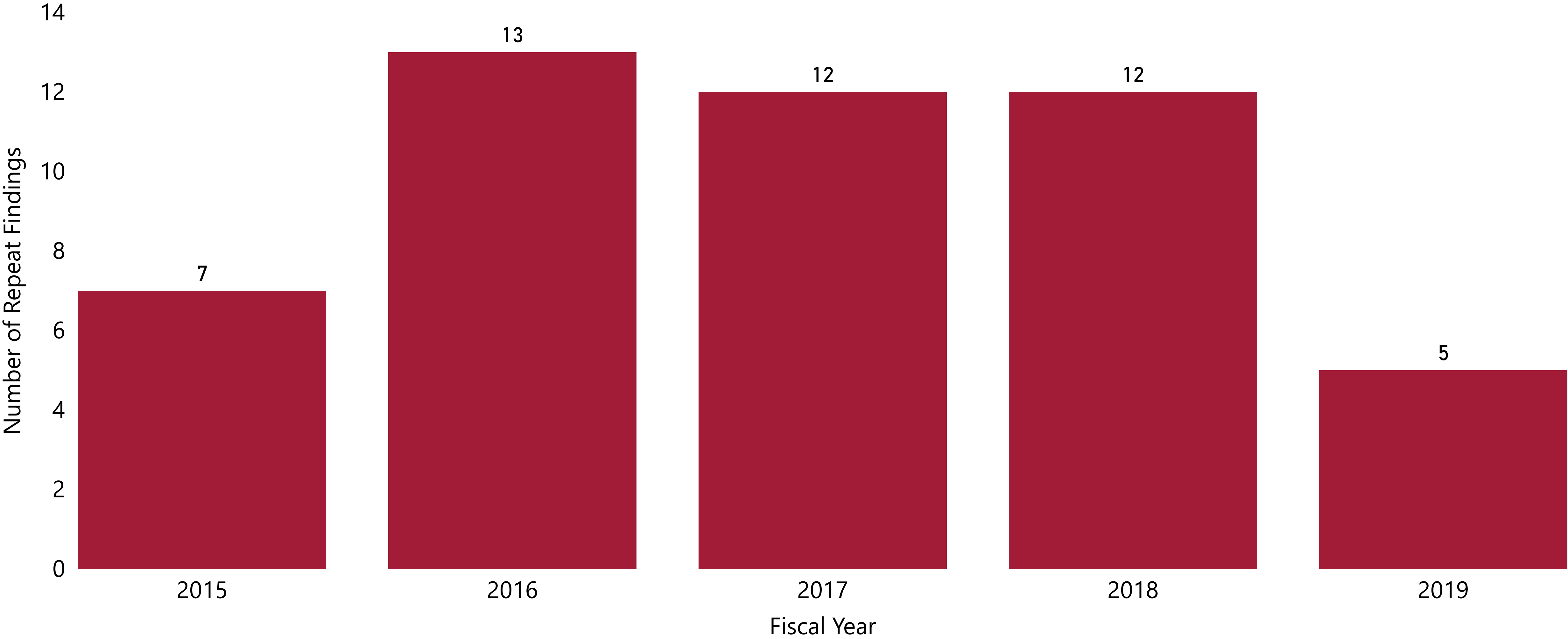


Chart 2.8.5: Number of Internal Audit Repeat Findings MDOT-Wide





PRESENTING:
TANGIBLE RESULT #2
TBU SPECIFIC MEASURES

PM# MAA 2.1: Percentage Change in Revenue vs. Percentage Change in Enplanement Growth

Chart MAA 2.1.2: Annual Change in Revenues Compared to Change in Enplaned Passengers

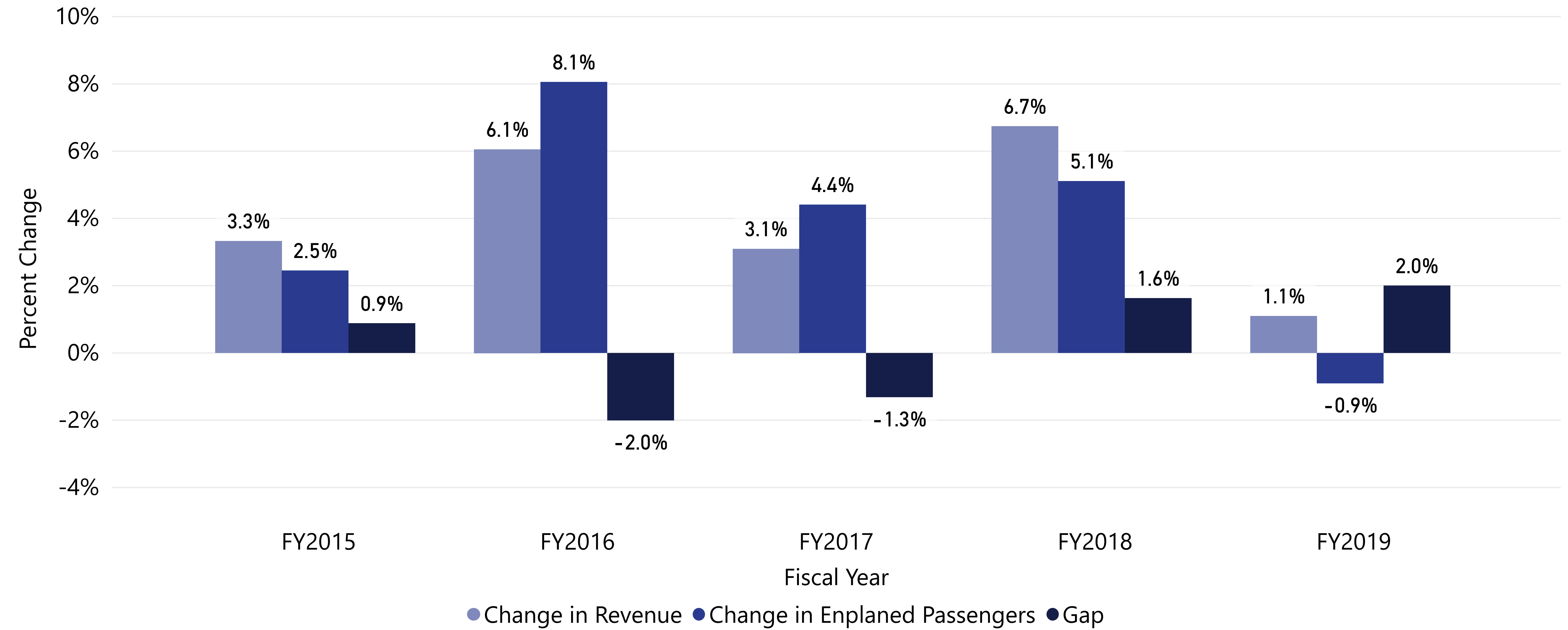
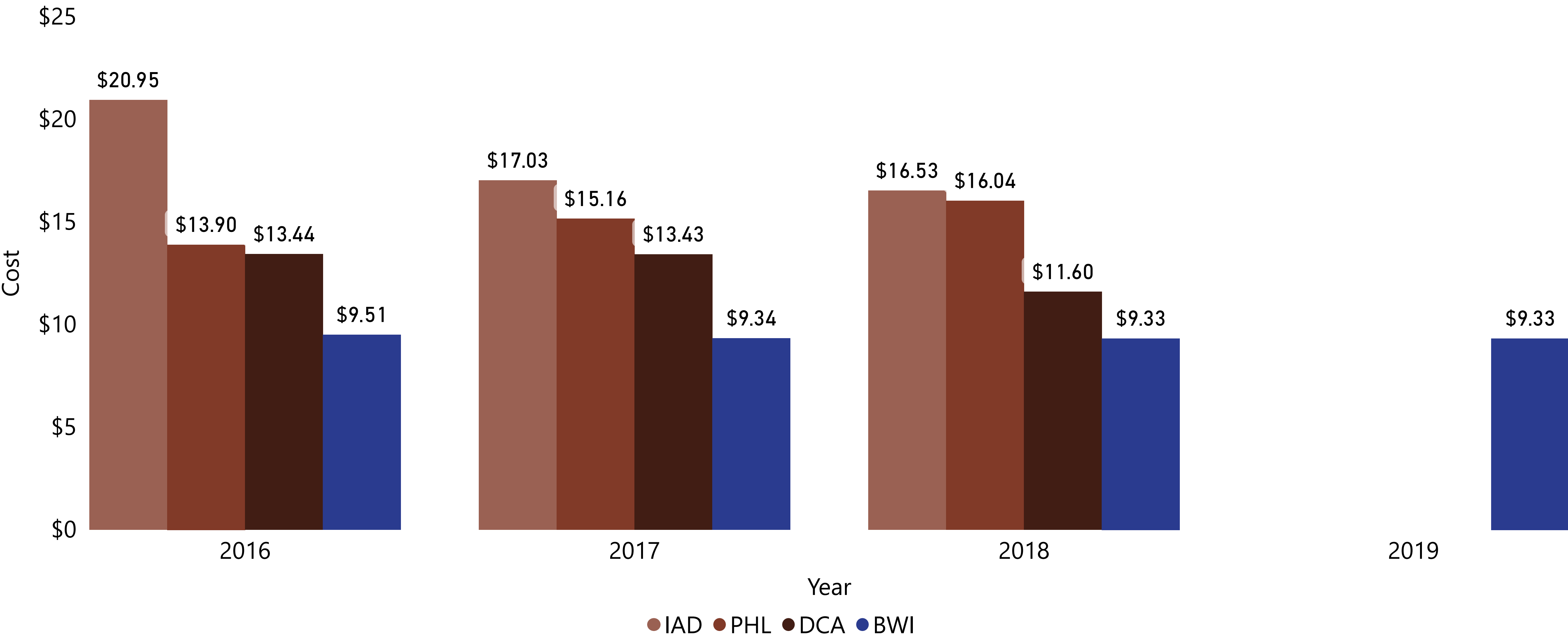


Chart MAA 2.2.1: Cost per Enplanement Compared to Nearby Benchmark Airports



TR#2: USE RESOURCES WISELY

PM# MDTA 2.1: MDTA Total Investment Return

Chart MDTA 2.1.1: Total MDTA Investment Return Compared to Maryland Local Govt Investment Pool

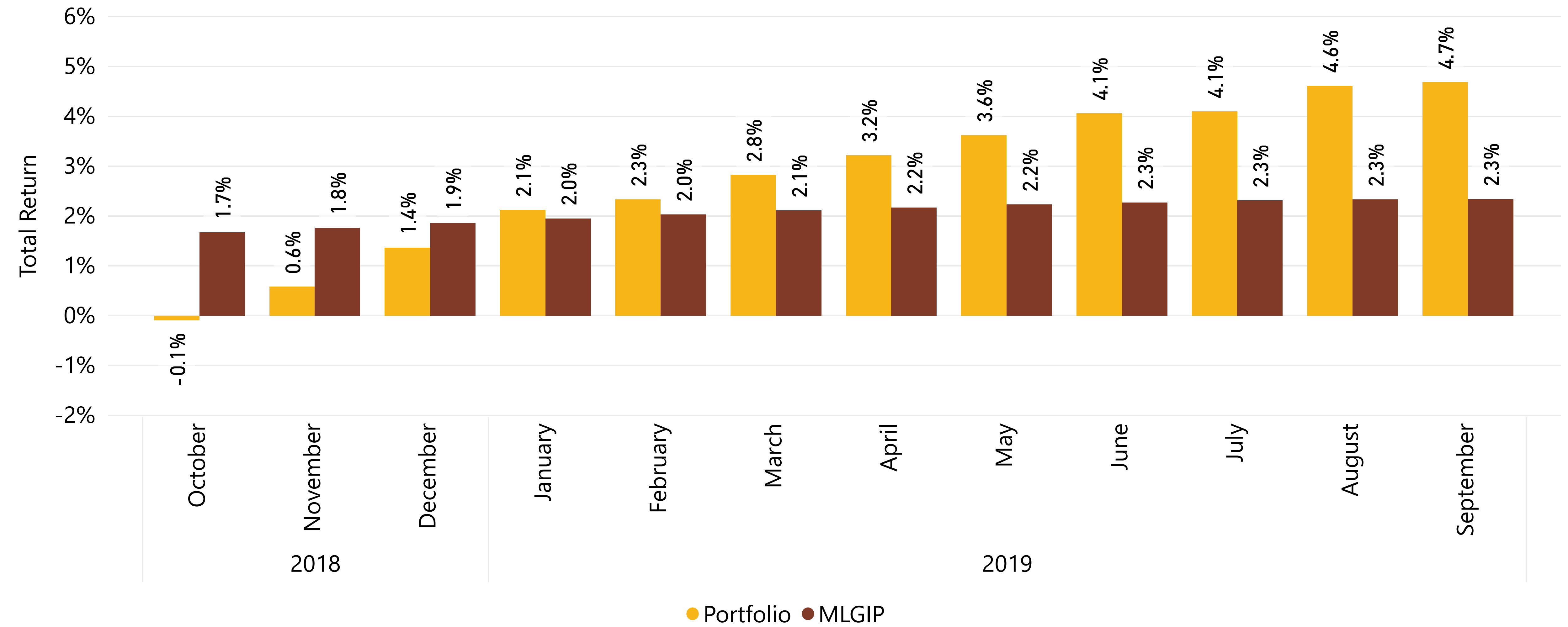


Chart MPA 2.1.1: Placement Capacity Remaining for Harbor Dredged Material

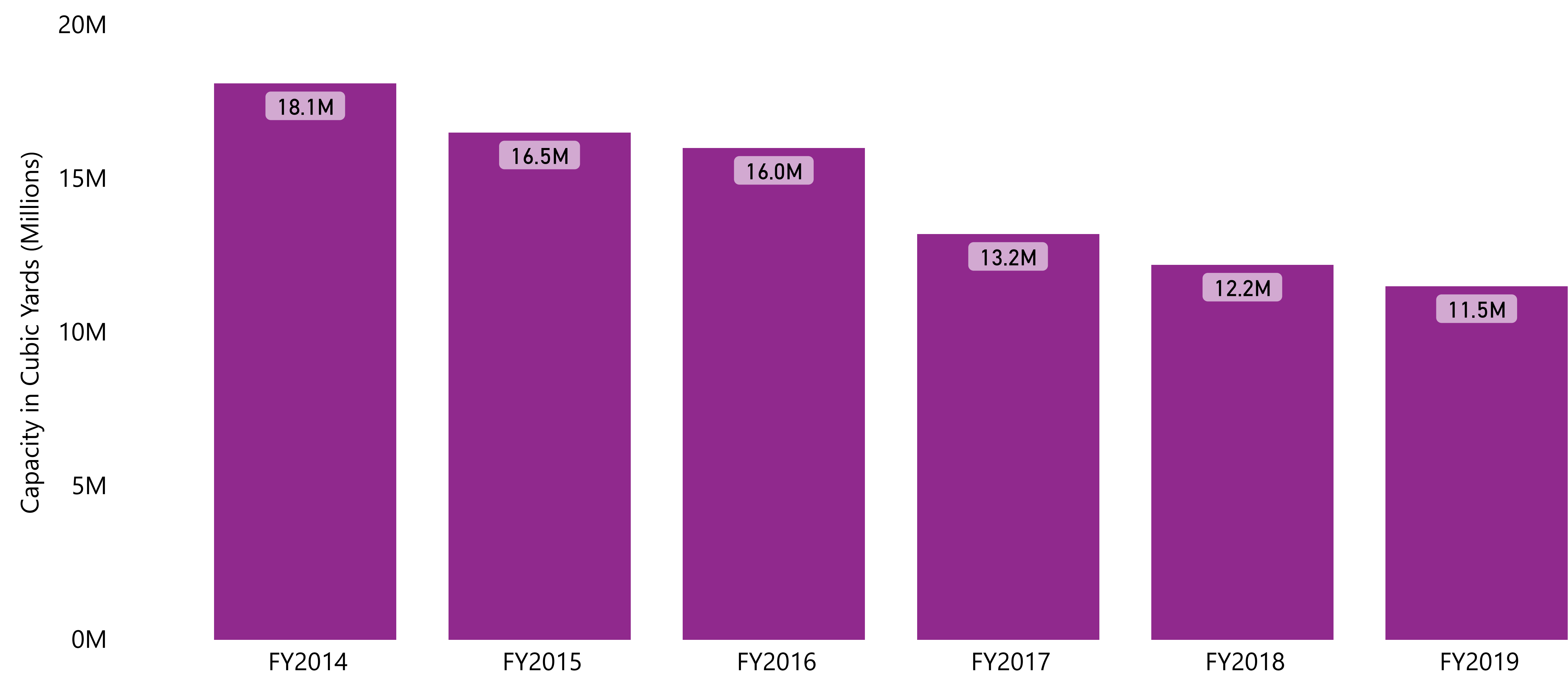


Chart MPA 2.2.1: Placement Capacity Remaining at Poplar Island

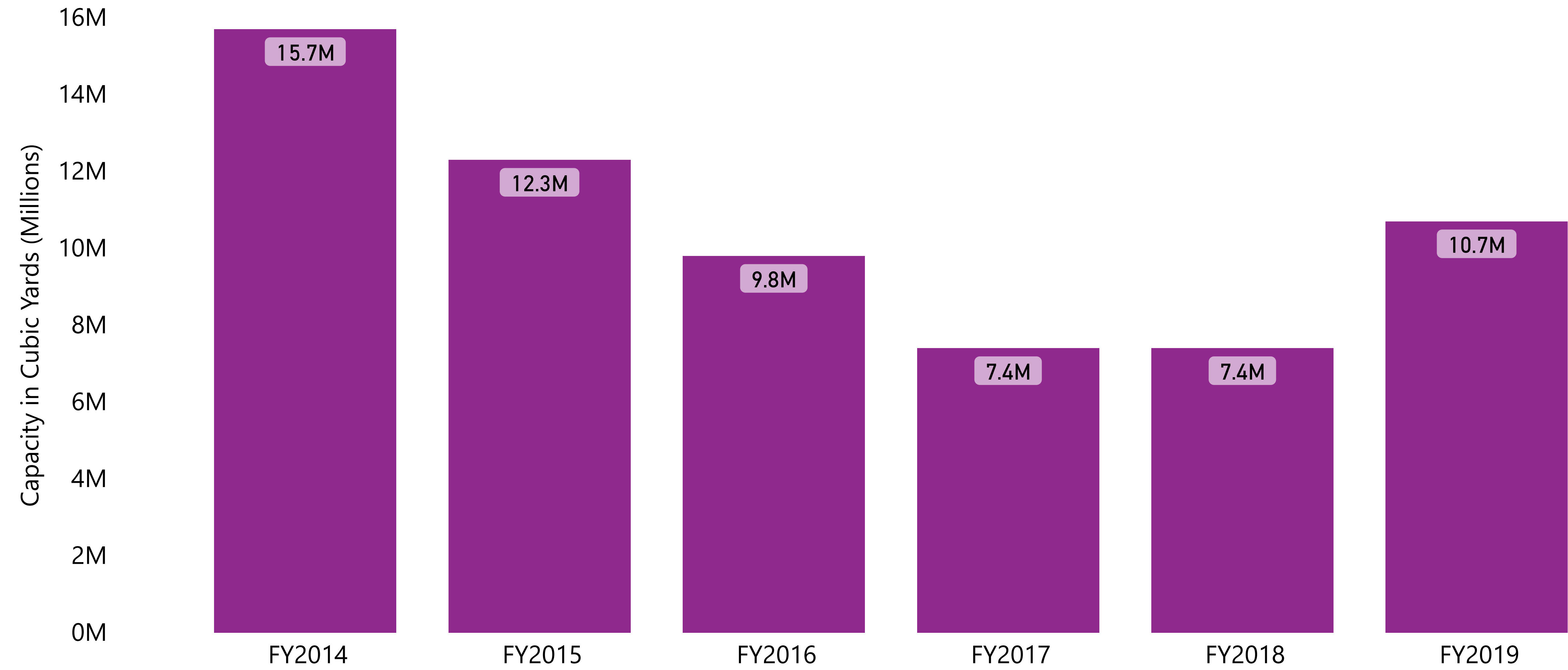
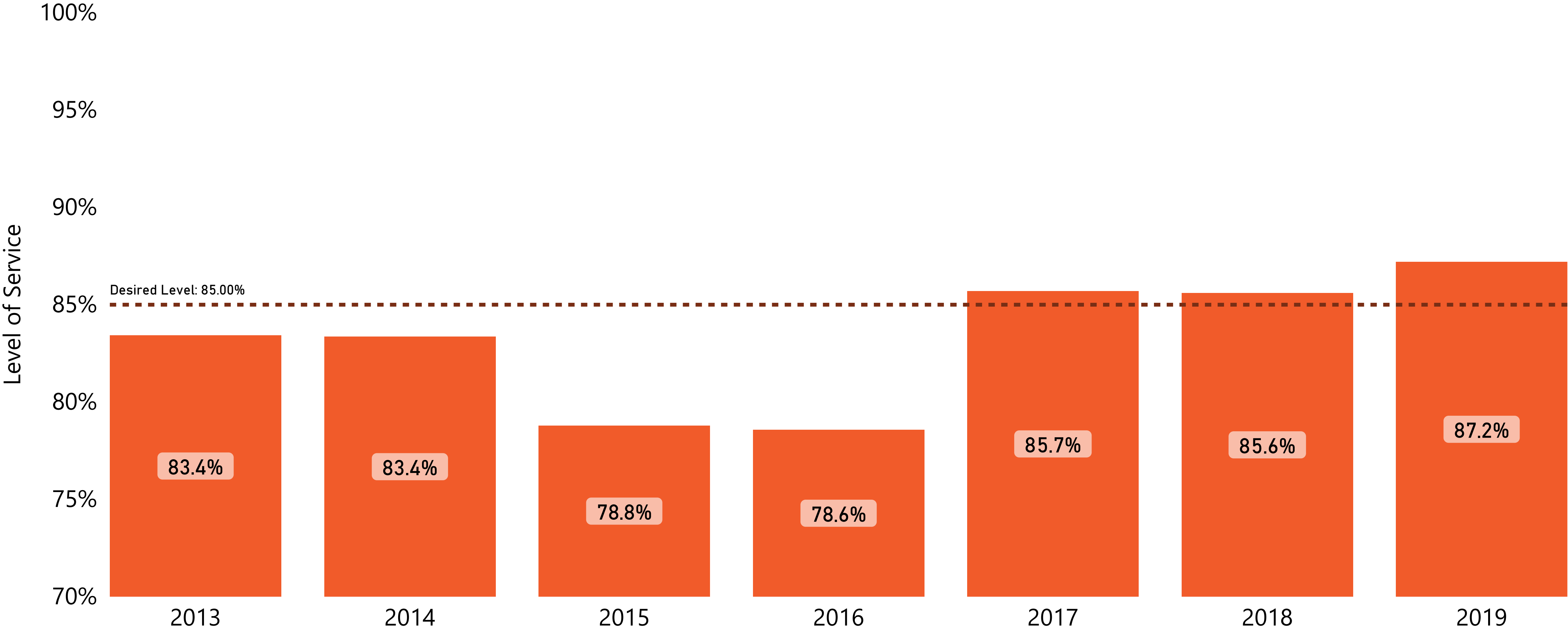


Chart SHA 2.1.1: Overall Level of Service for MDOT SHA





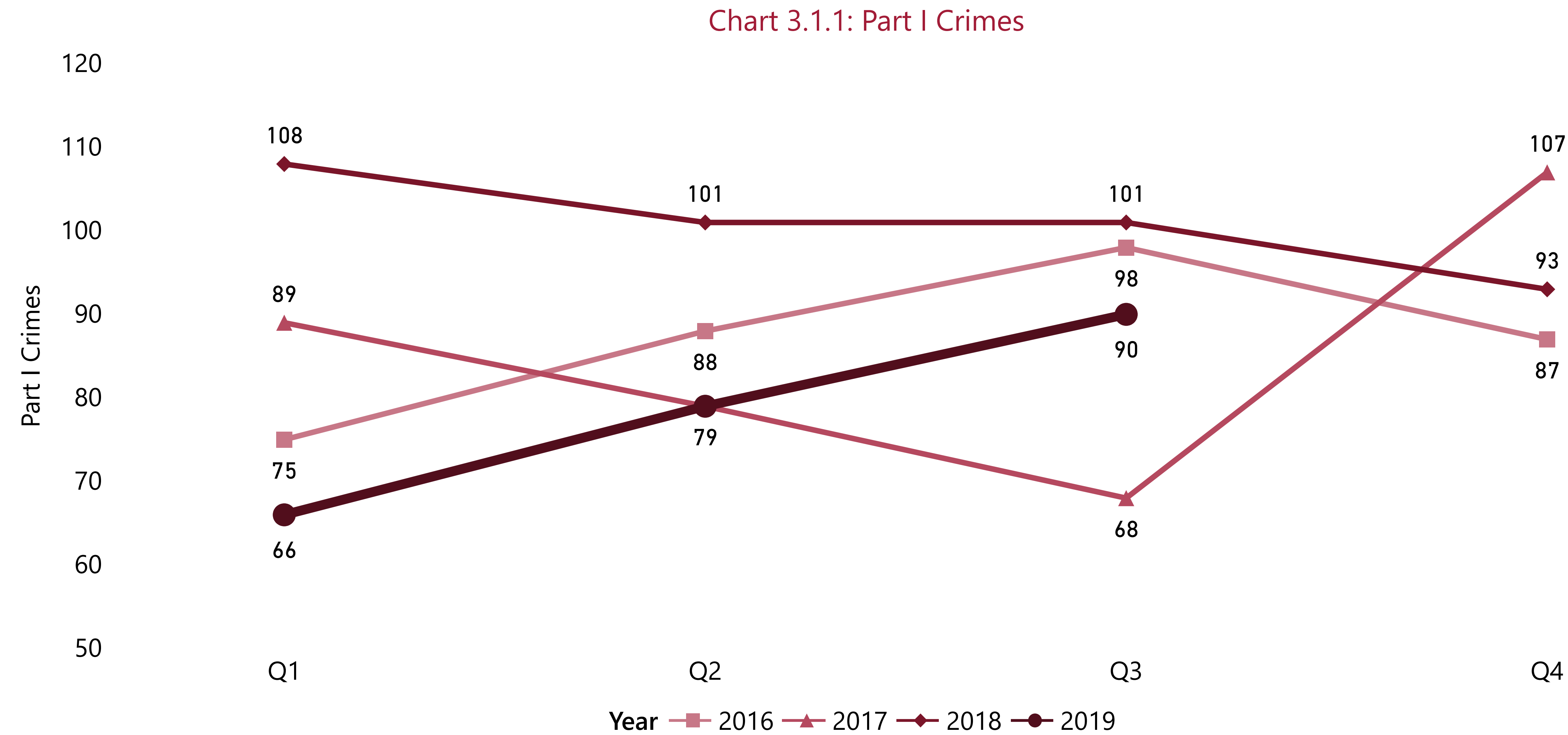
PRESENTING:

PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

TANGIBLE RESULT #3

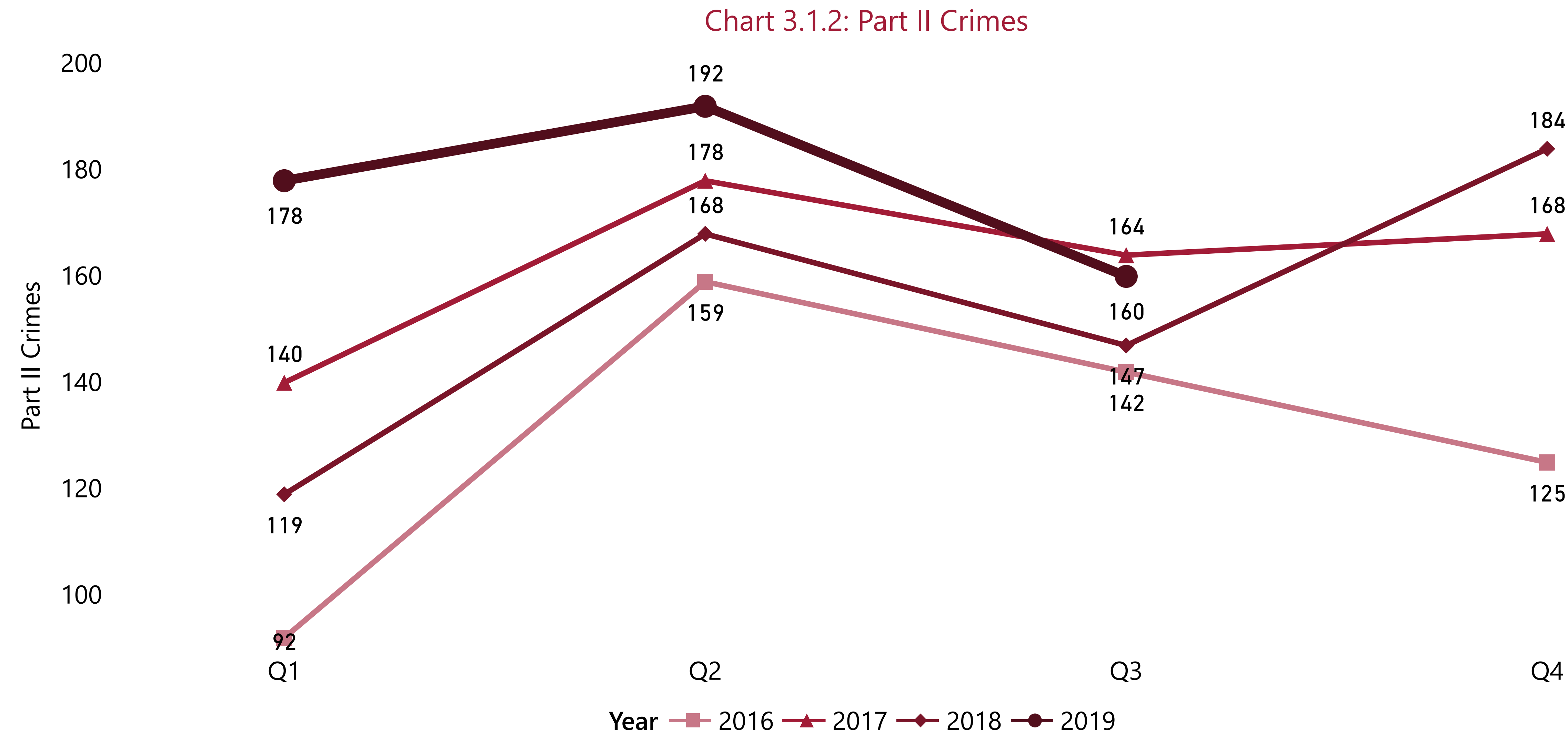
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

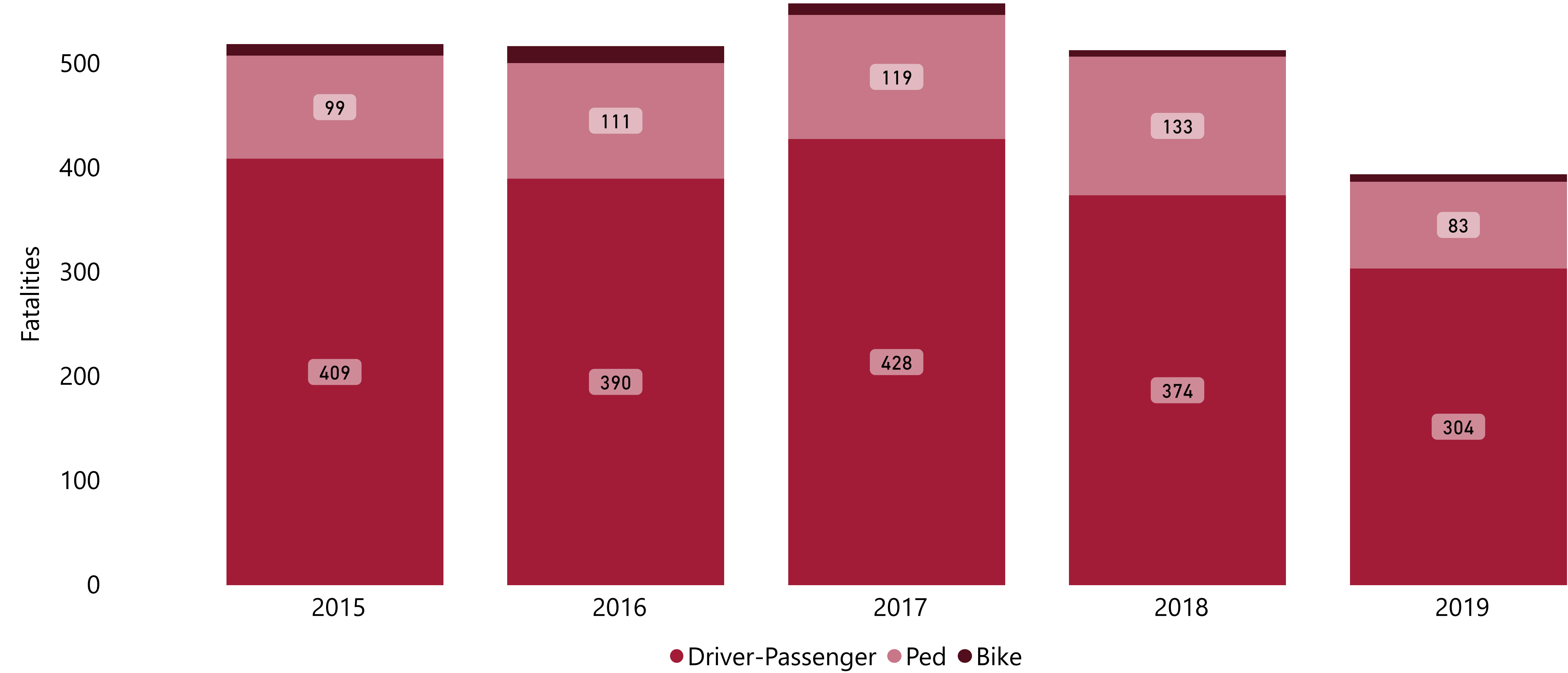
PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

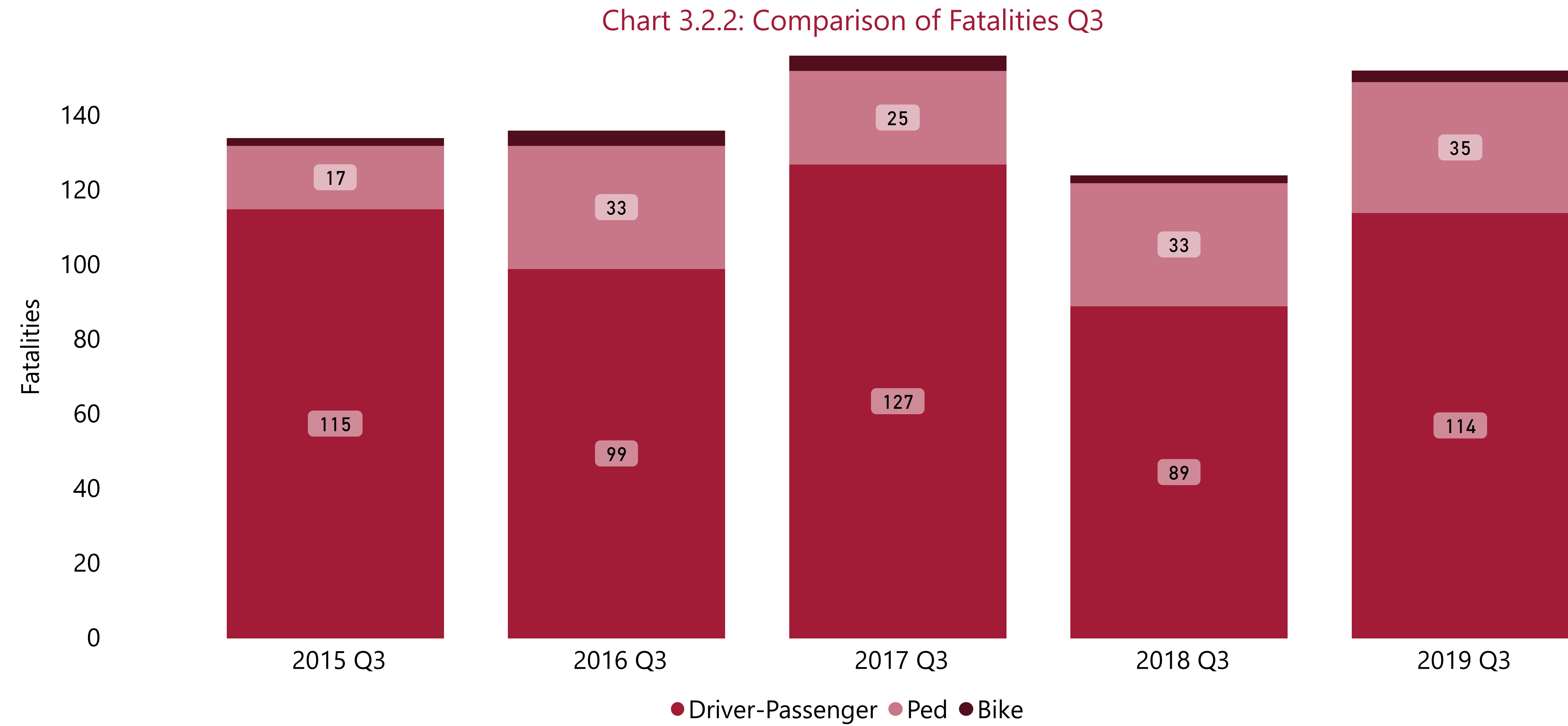
PM#3.2: Number of Traffic Related Fatalities on All Roads

Chart 3.2.1: Annual Comparison of All Fatalities (YTD)



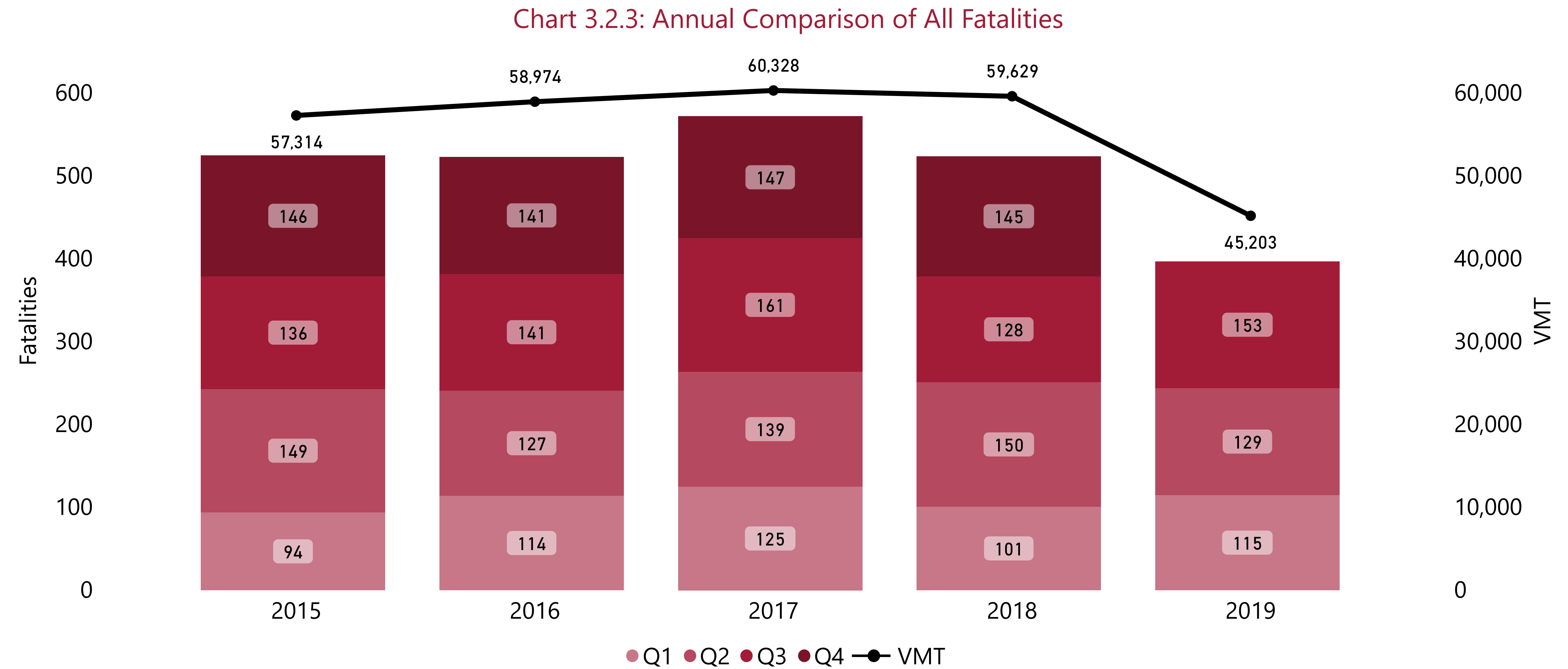
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

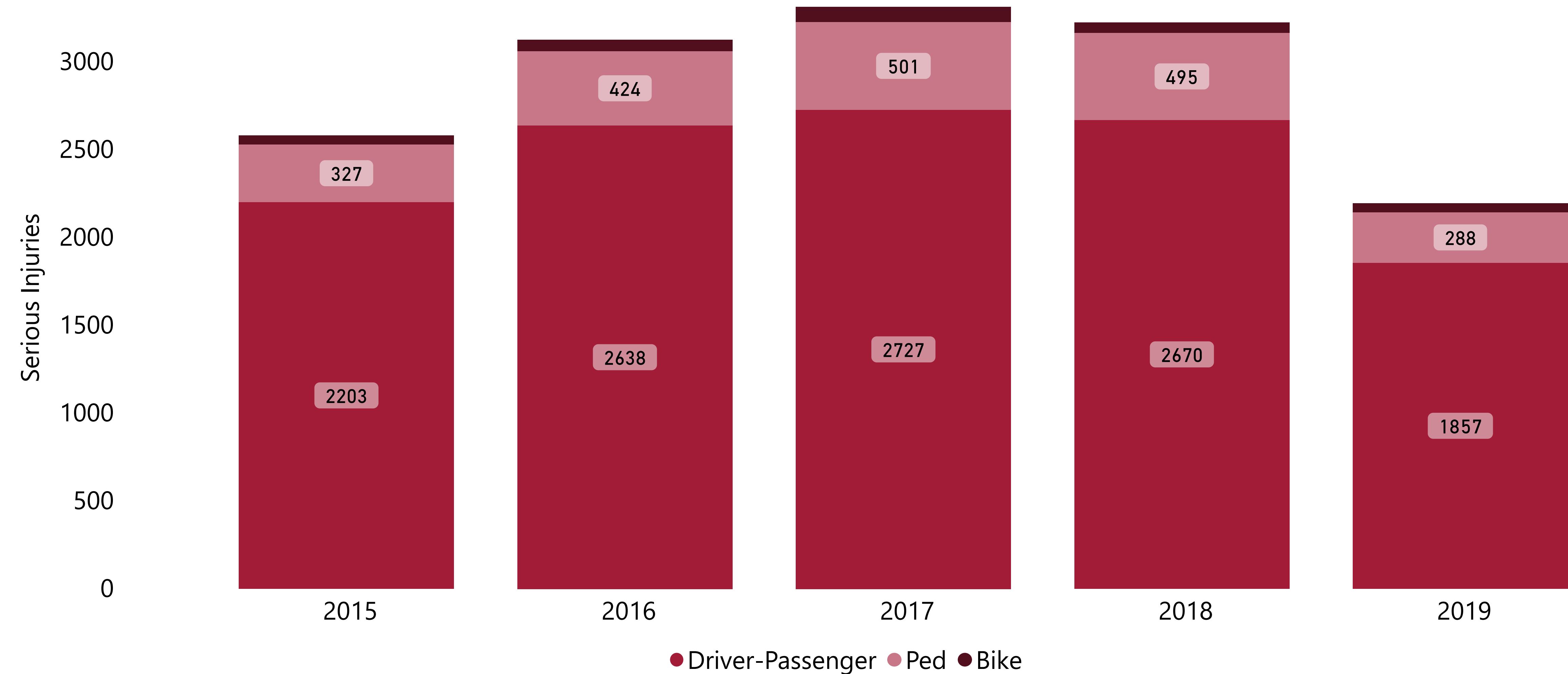
PM#3.2: Number of Traffic Related Fatalities on All Roads



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

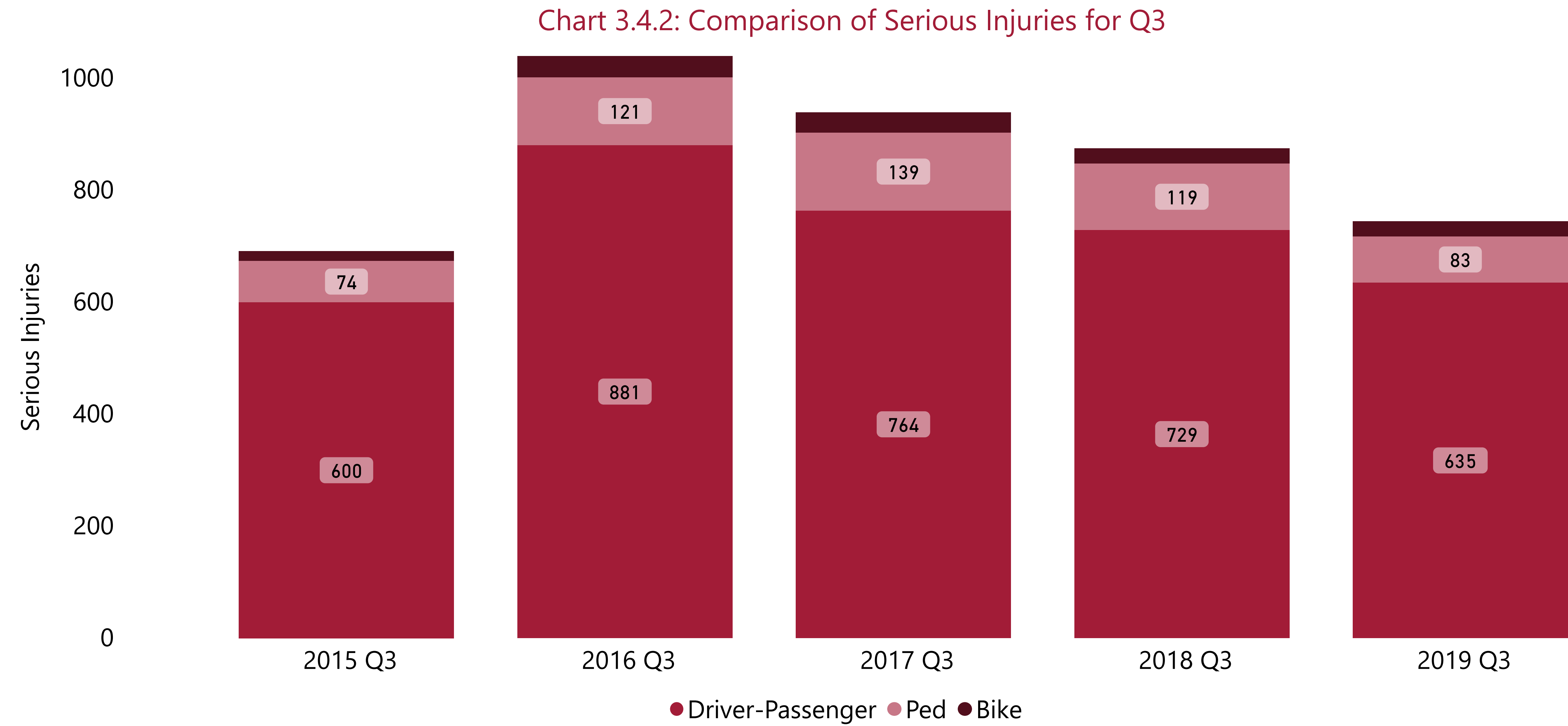
PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.1: Annual Comparison of All Serious Injuries (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

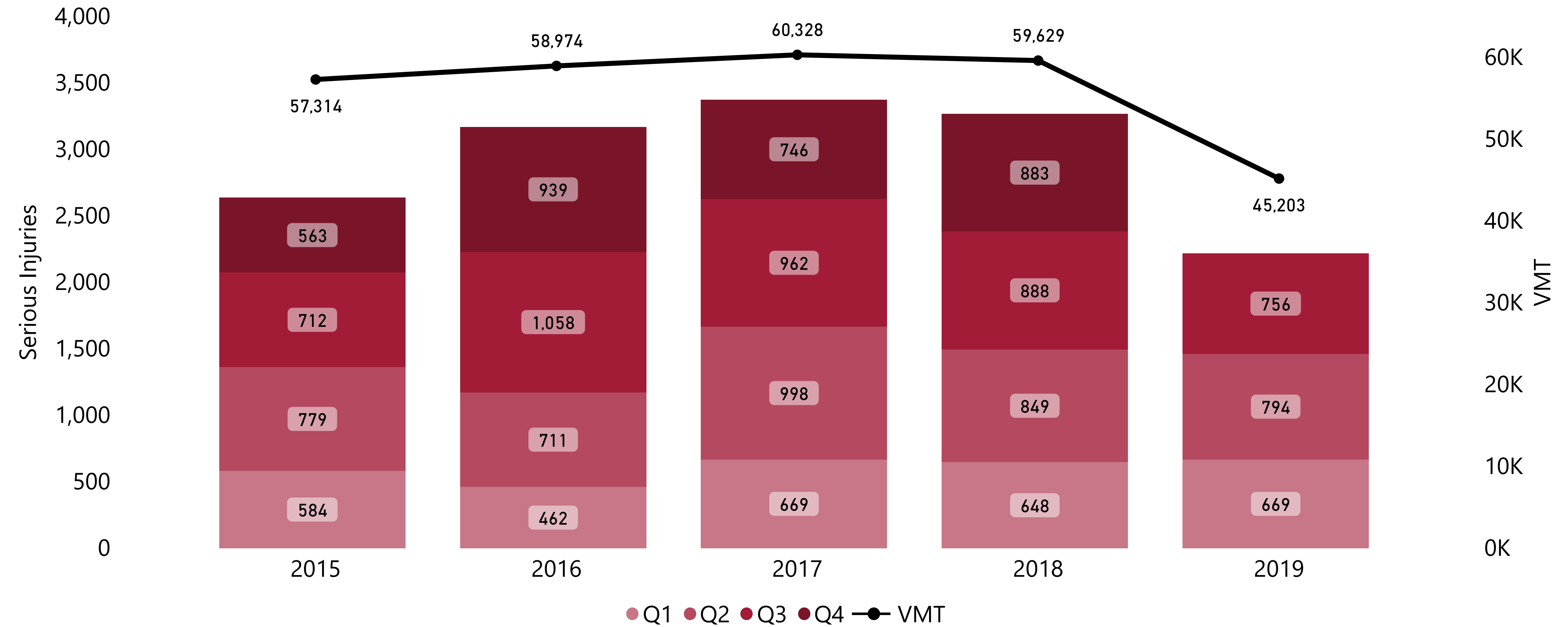
PM#3.4: Number of Traffic Related Serious Injuries on All Roads



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.3: Annual Comparison of All Serious Injuries (YTD)



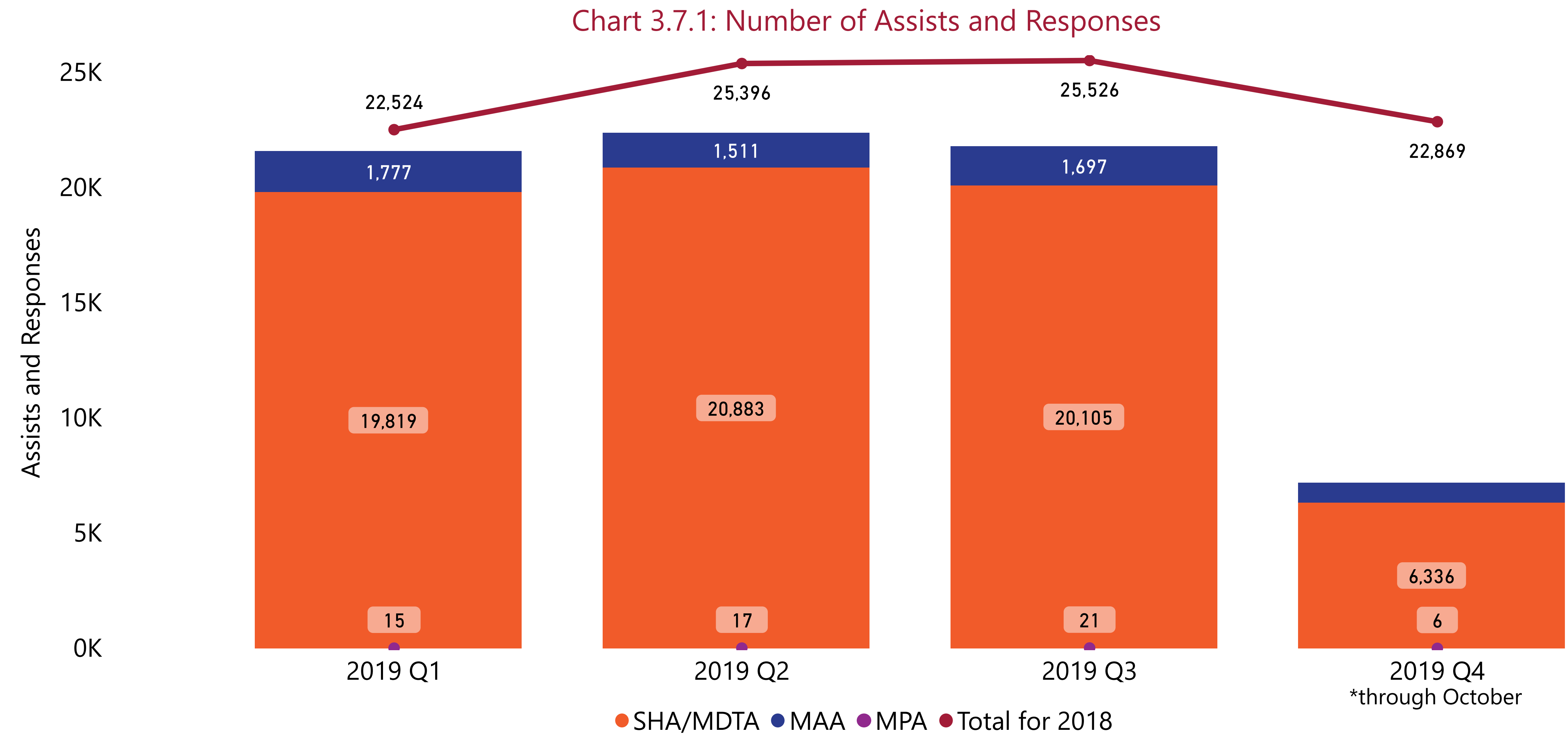
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

Maryland Strategic Highway Safety Plan Strategies - Highlights Q3 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT

Chart 3.7.2: Number of Assists and Responses

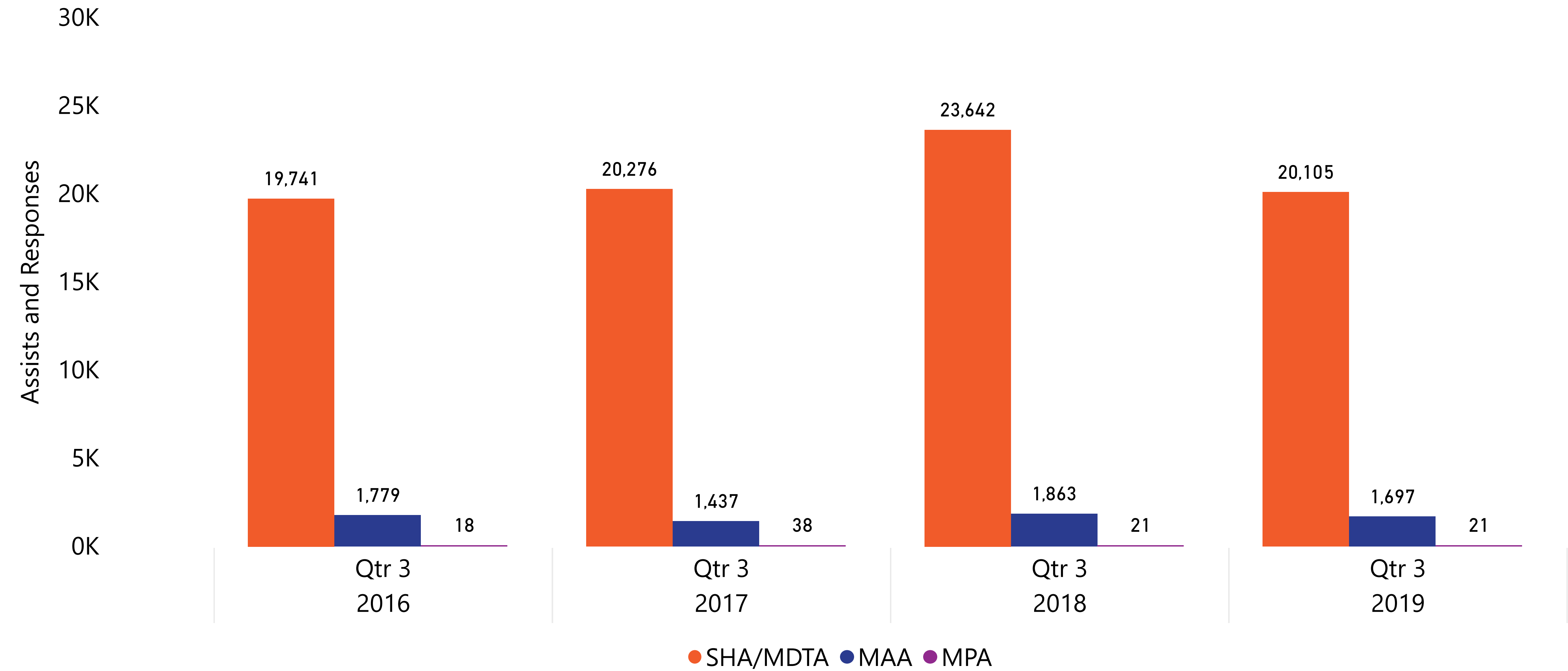
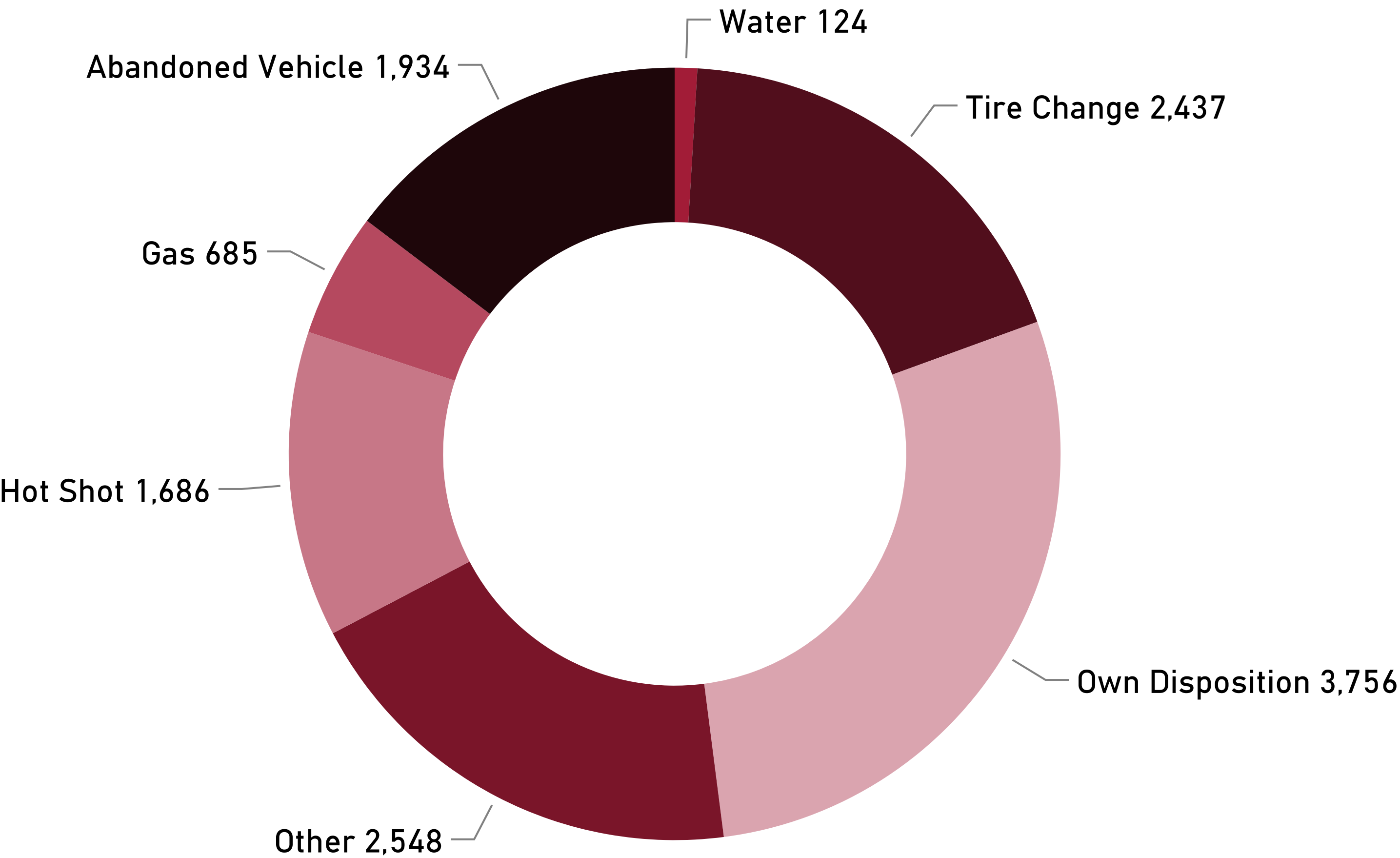
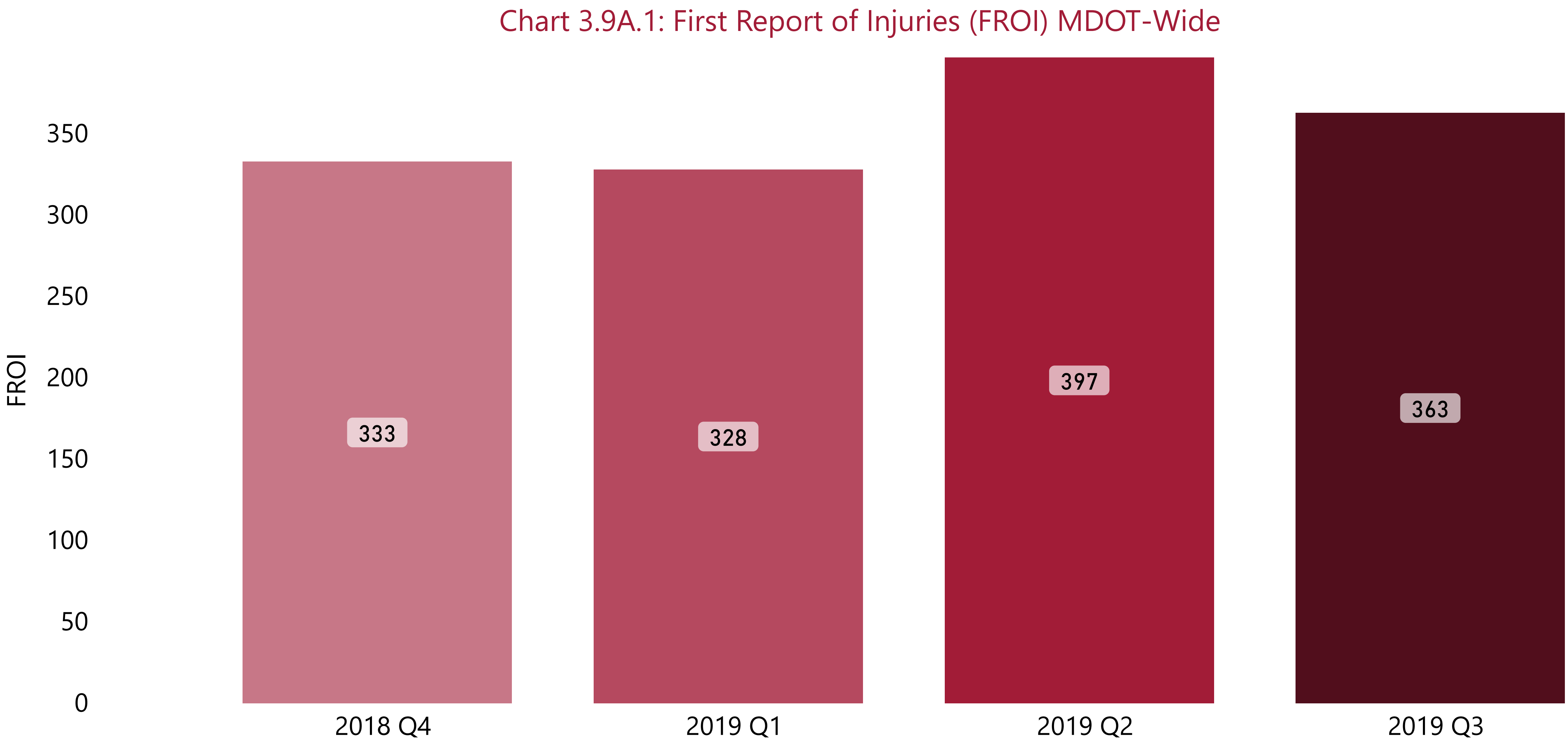


Chart 3.7.3: Roadway Assists by Type for Q3 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

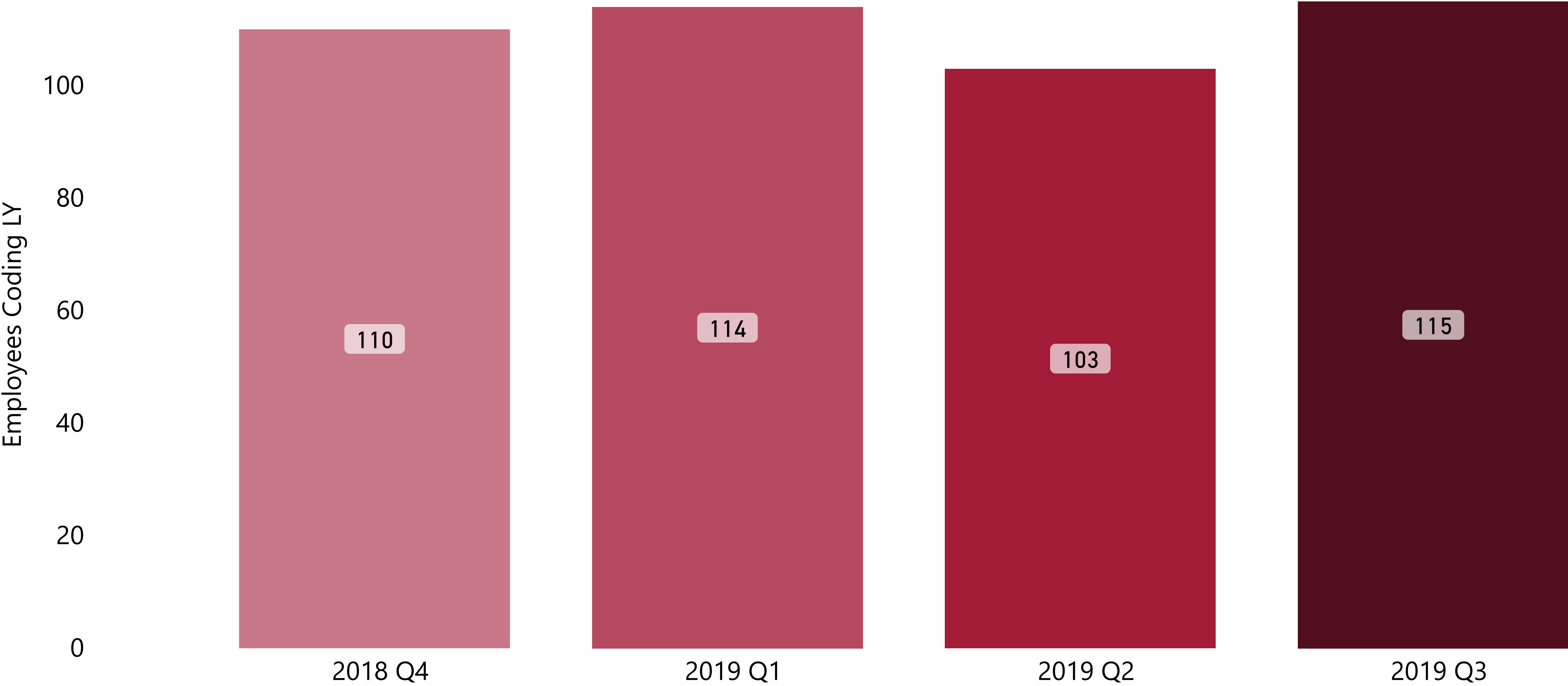
PM#3.9: Number of Employee Lost Work Days Due to Injuries



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

Chart 3.9B.1A: Number of Employees Coding Work Injury Leave (LY) by Quarter



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

Chart 3.9B.1C: Number & Percentage of Employees Coding Work Injury Leave (LY) by Calendar Year

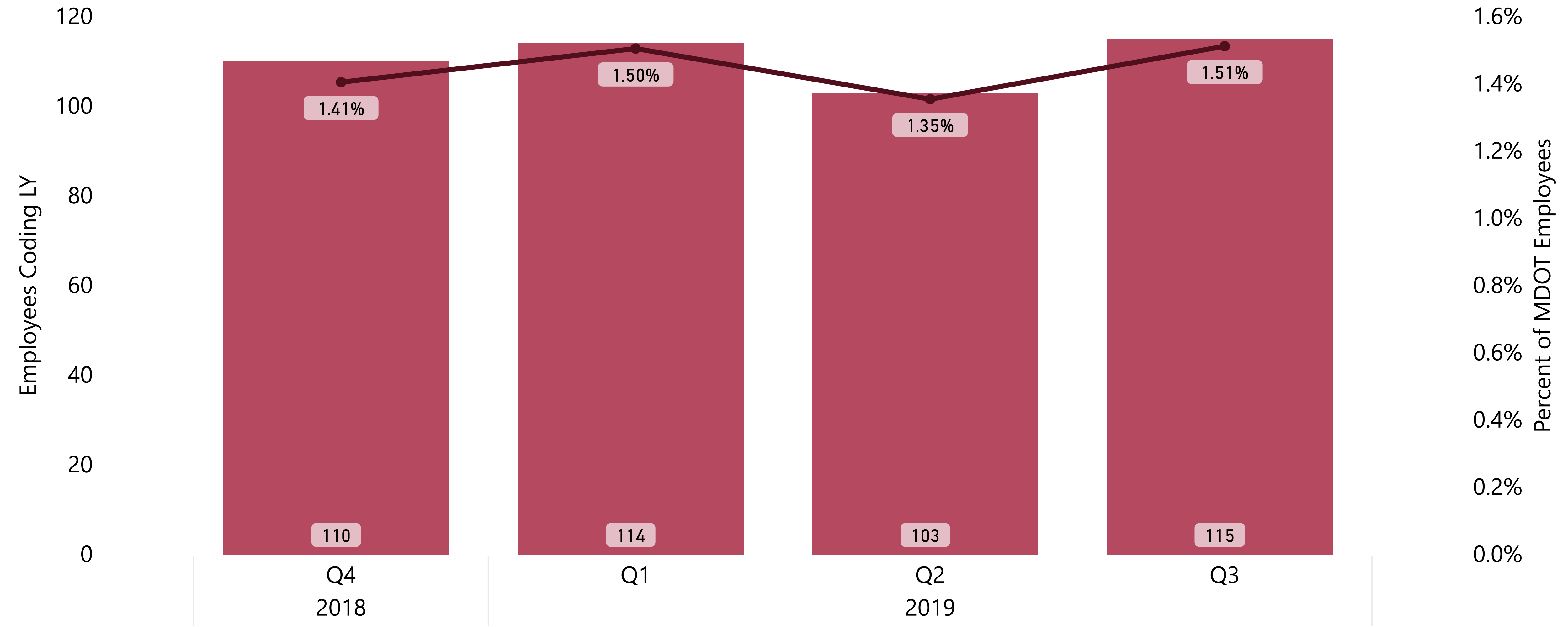
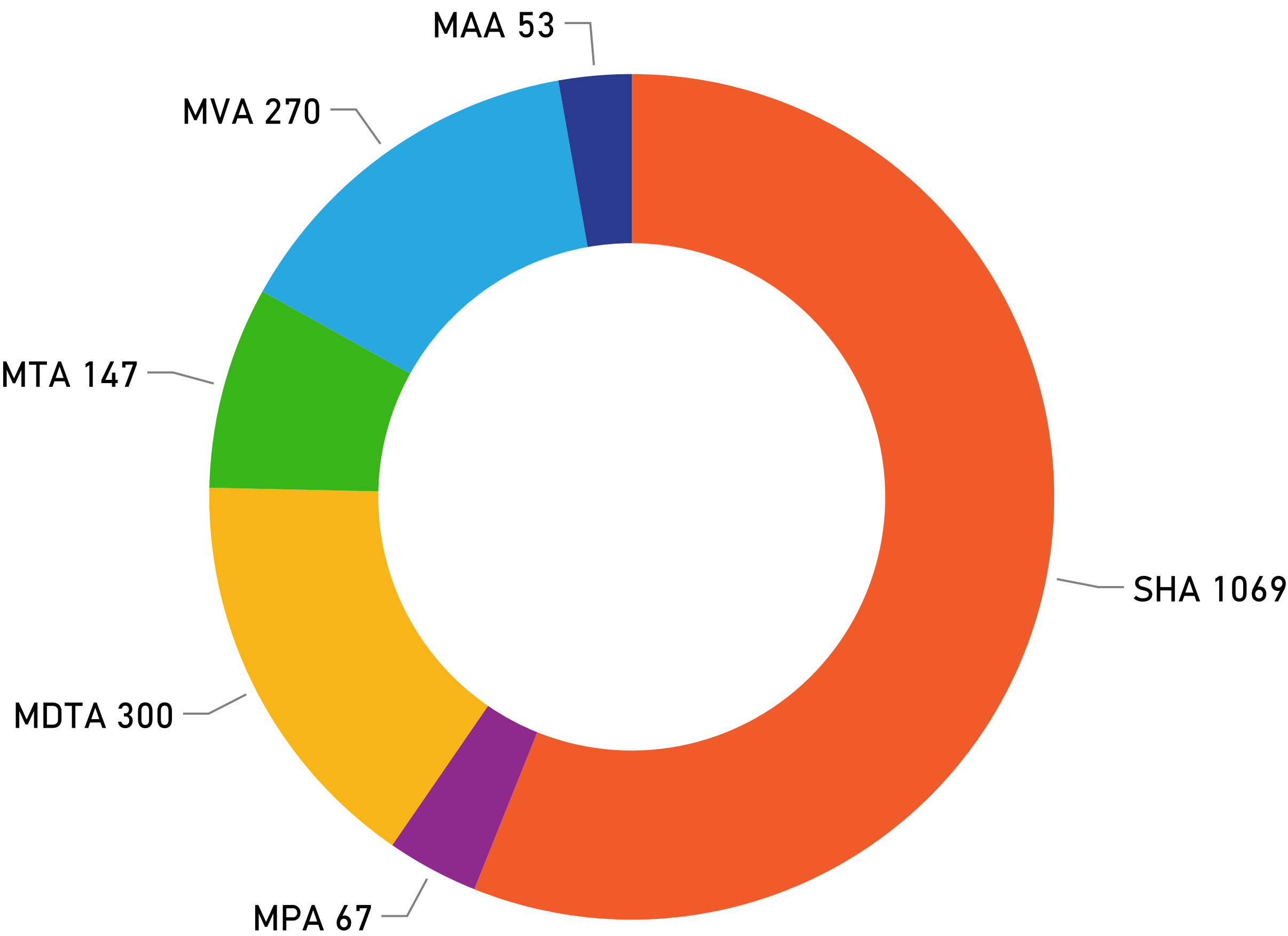


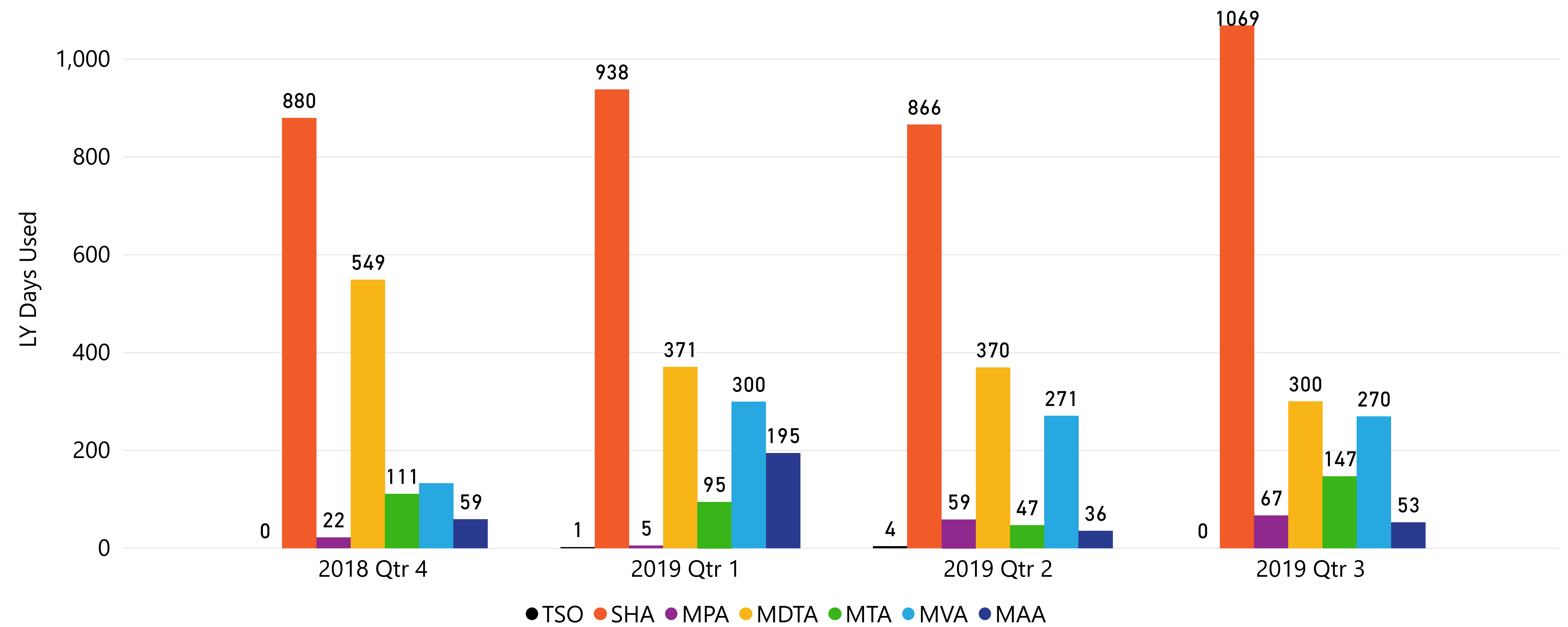
Chart 3.9B.2A: Number of Work Injury Days Used for Q3 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

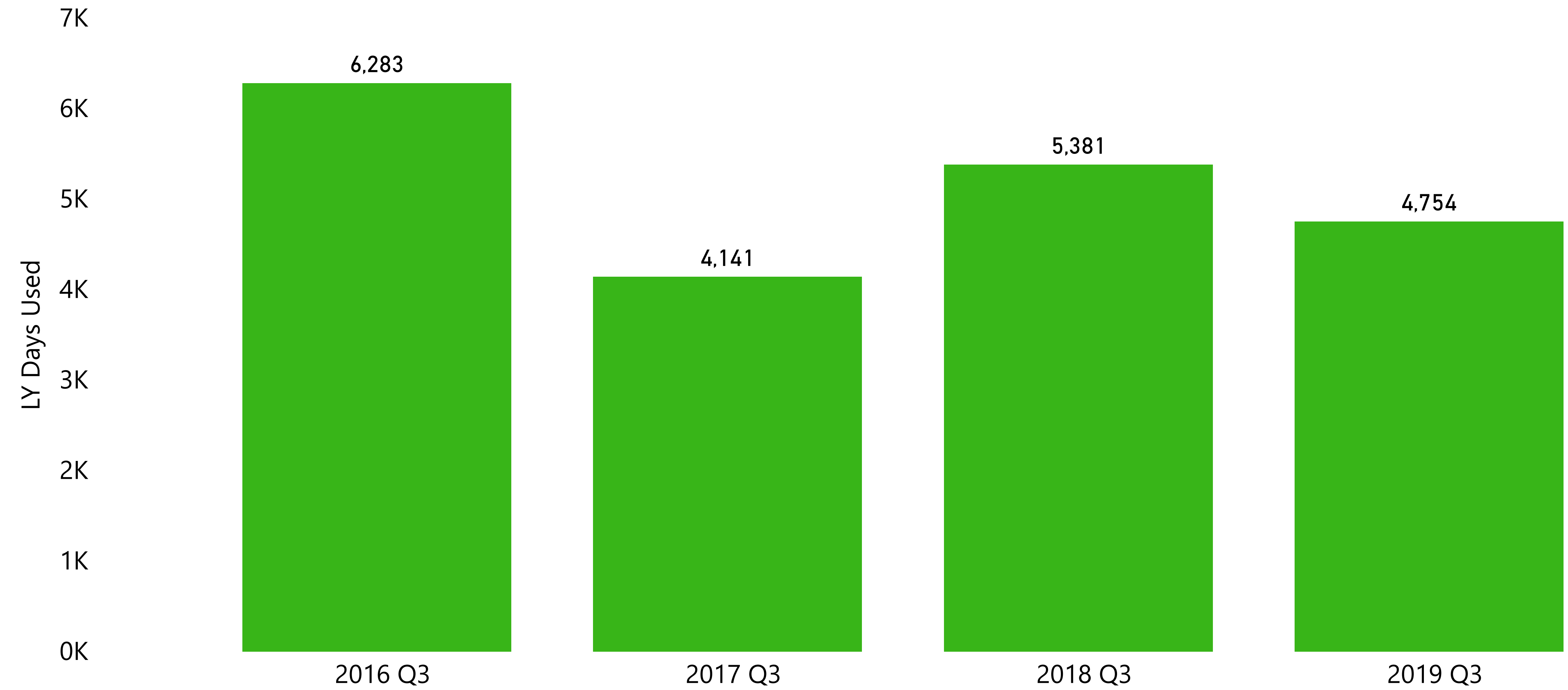
Chart 3.9B.2B: Number of Work Injury Leave (LY) Days Used



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

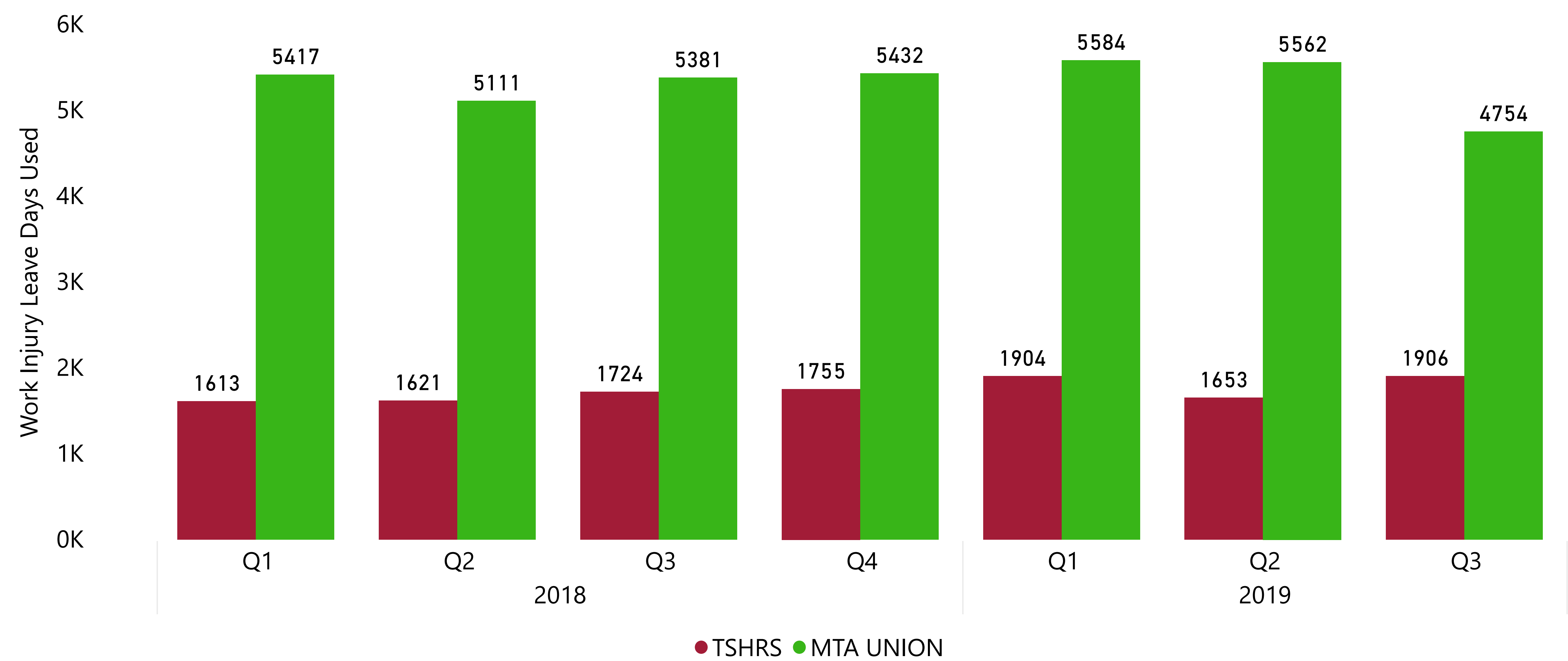
Chart 3.9B.3: MTA Union Lost Work Days Due to Injuries for Q3



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries

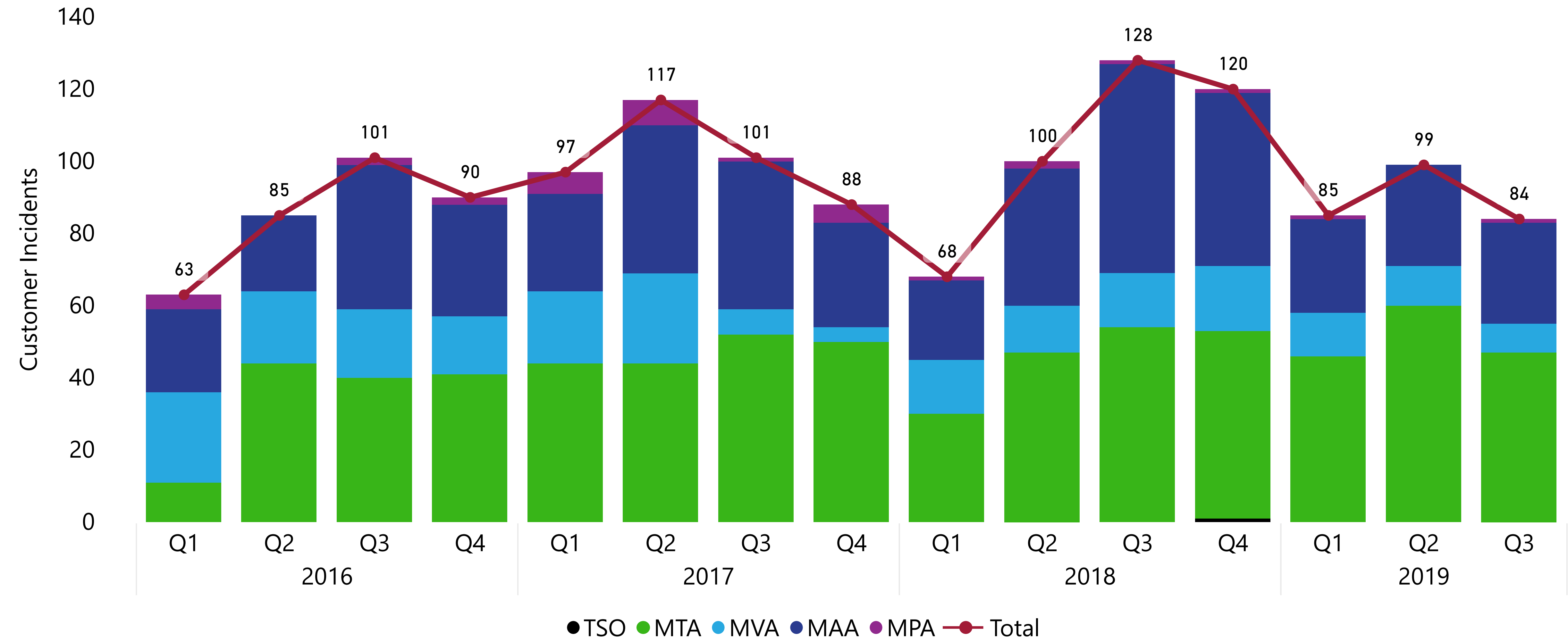
Chart 3.9B.4: Number of Work Injury Days Used, TSHRS and MTA Union



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

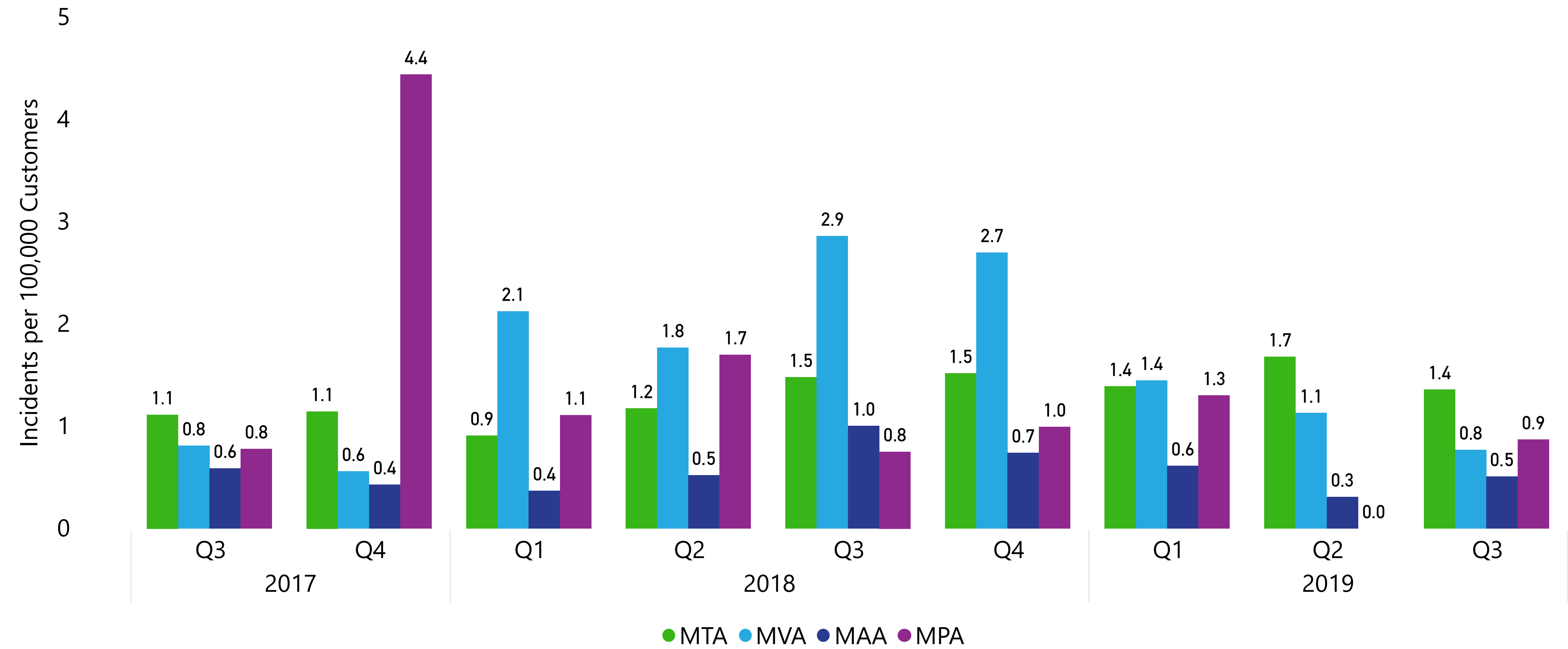
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities

Chart 3.10.2: Number of Incidents per 100,000 Customers



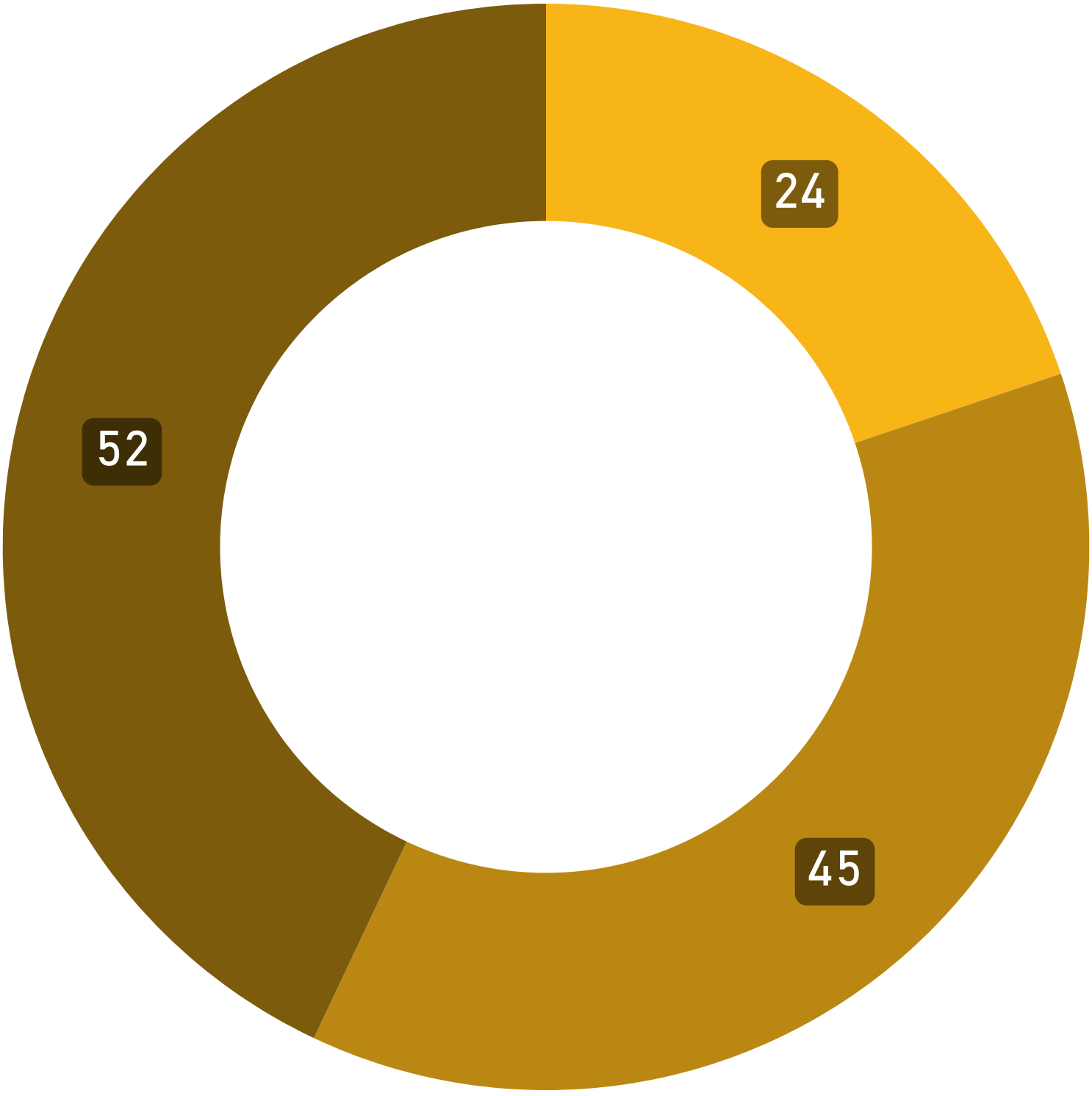


PRESENTING:
TANGIBLE RESULT #3
TBU SPECIFIC MEASURES

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

MDTA 3.1.1: Total Number of Hits for Each Guardrail Damage Category for Q3 2019

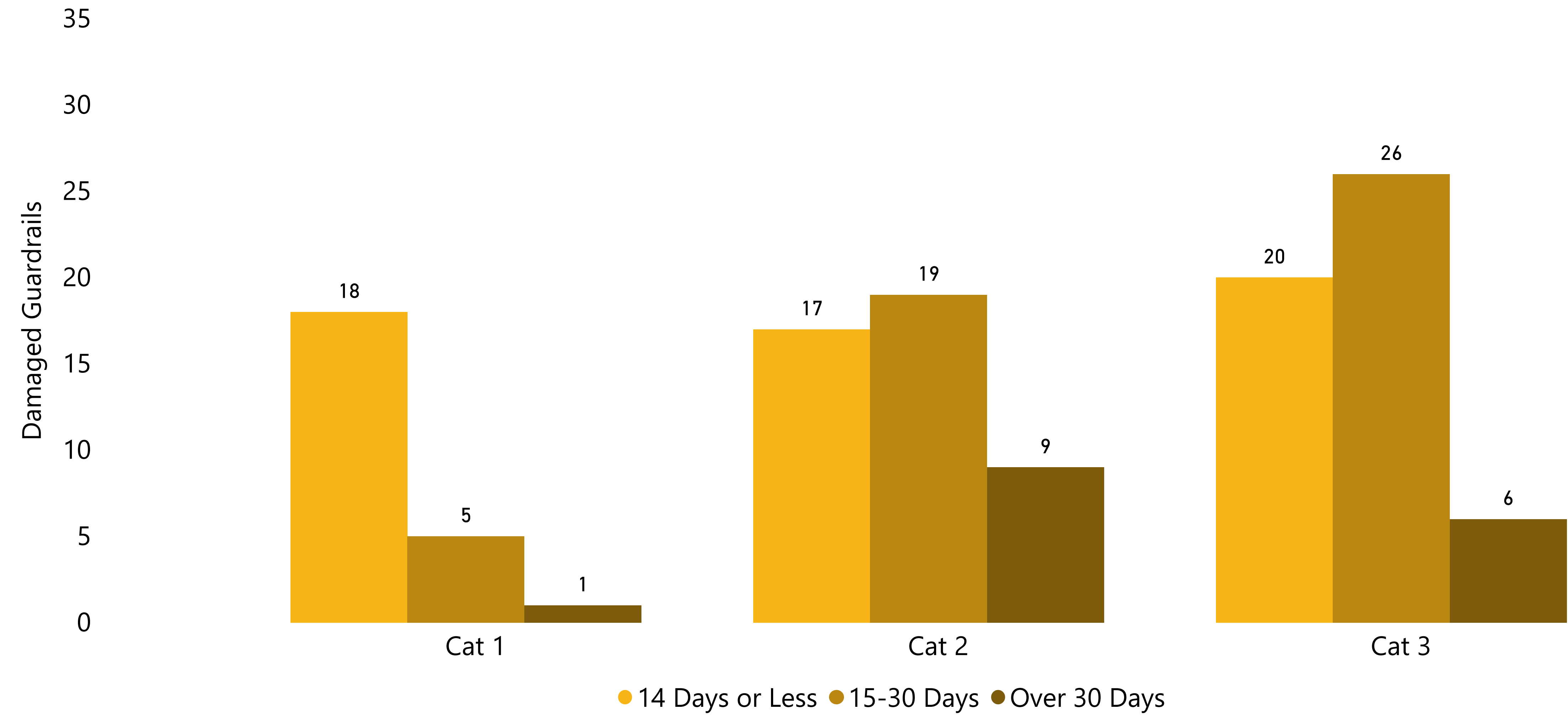


Damage Category ● Cat 1 ● Cat 2 ● Cat 3

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

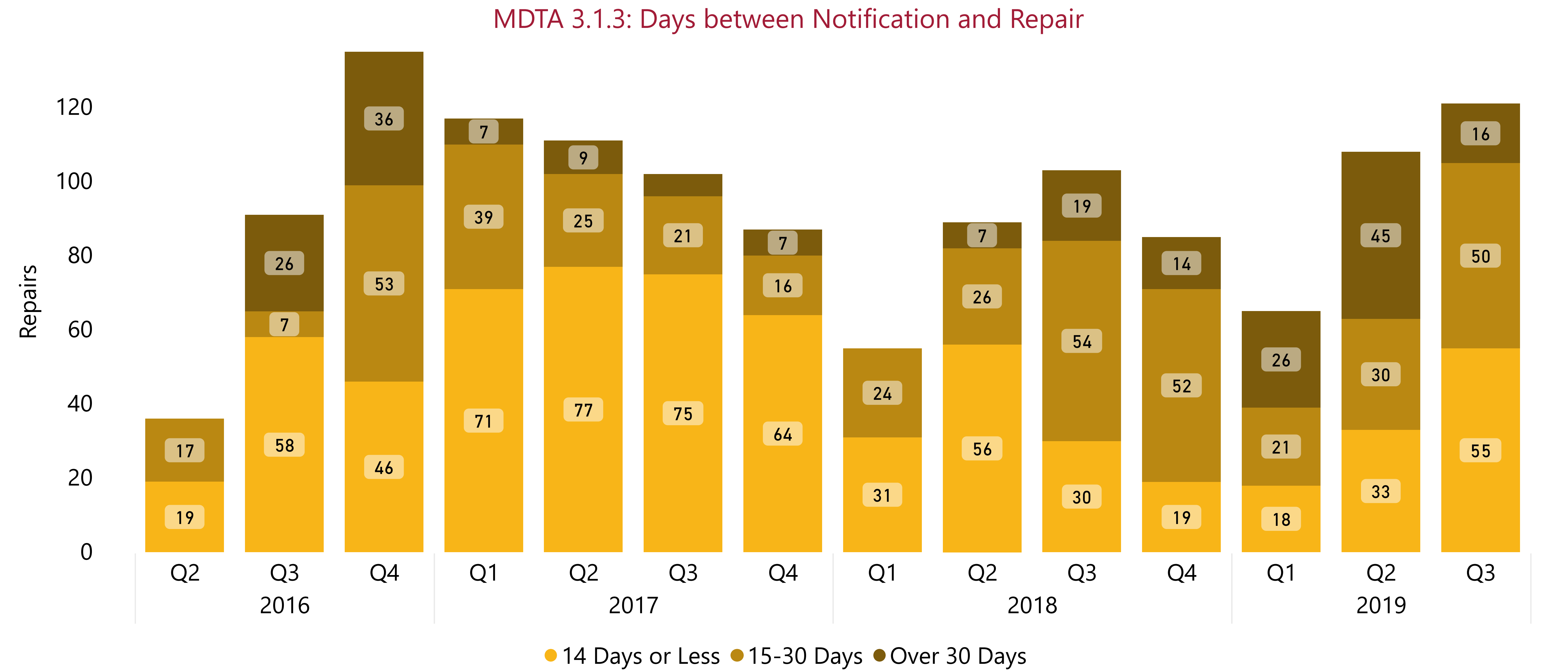
MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

MDTA 3.1.2: Guardrail Damage Category - Days between Notification and Repair for Q3 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service





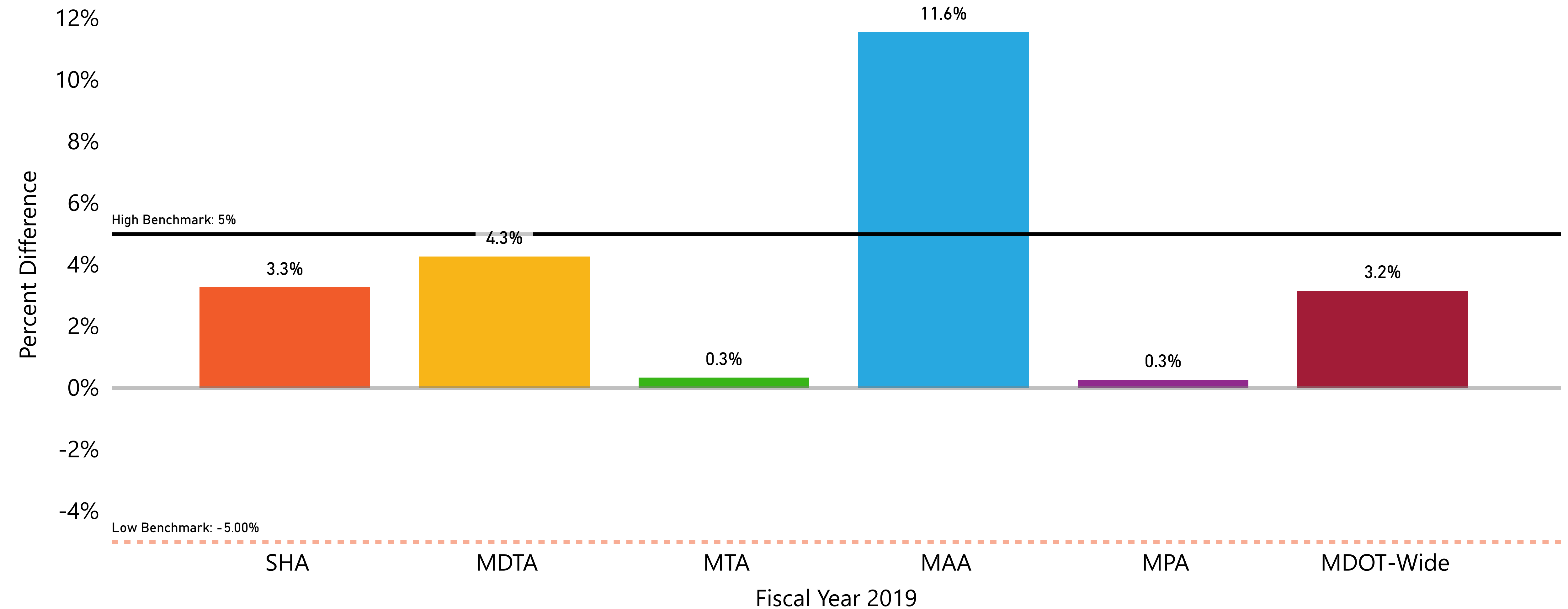
PRESENTING:

DELIVER TRANSPORTATION SOLUTIONS AND SERVICES OF GREAT VALUE

TANGIBLE RESULT #4

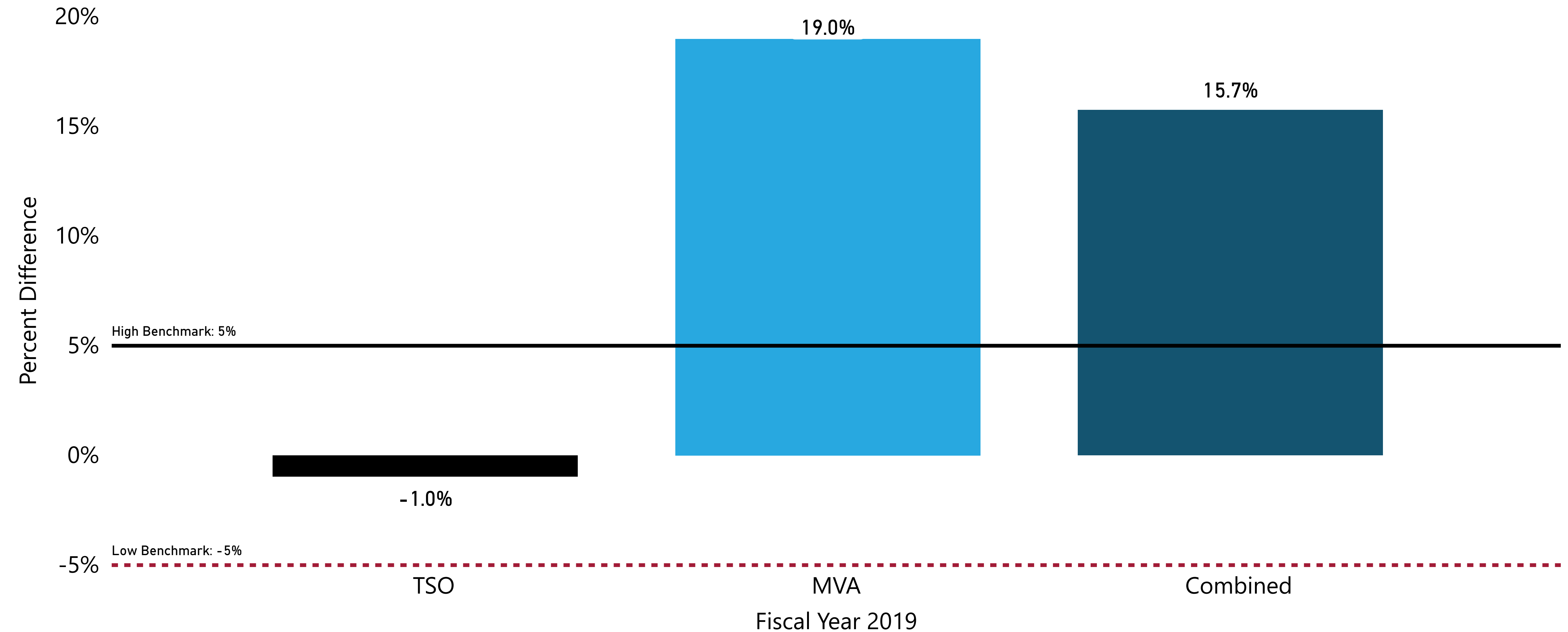
PM#4.1: Percent of Estimated Budget As Compared to Final Project Award

Chart 4.1.1: Percent of Estimated Project Budget as Compared to Final Project Award



PM#4.1: Percent of Estimated Budget As Compared to Final Project Award

Chart 4.1.2: Percent of Estimated Project Budget as Compared to Final Project Award (TSO and MVA)



PM#4.2: Percent of Change for Finalized Contracts

Chart 4.2.2: Percent Change for Finalized Contracts by TBU

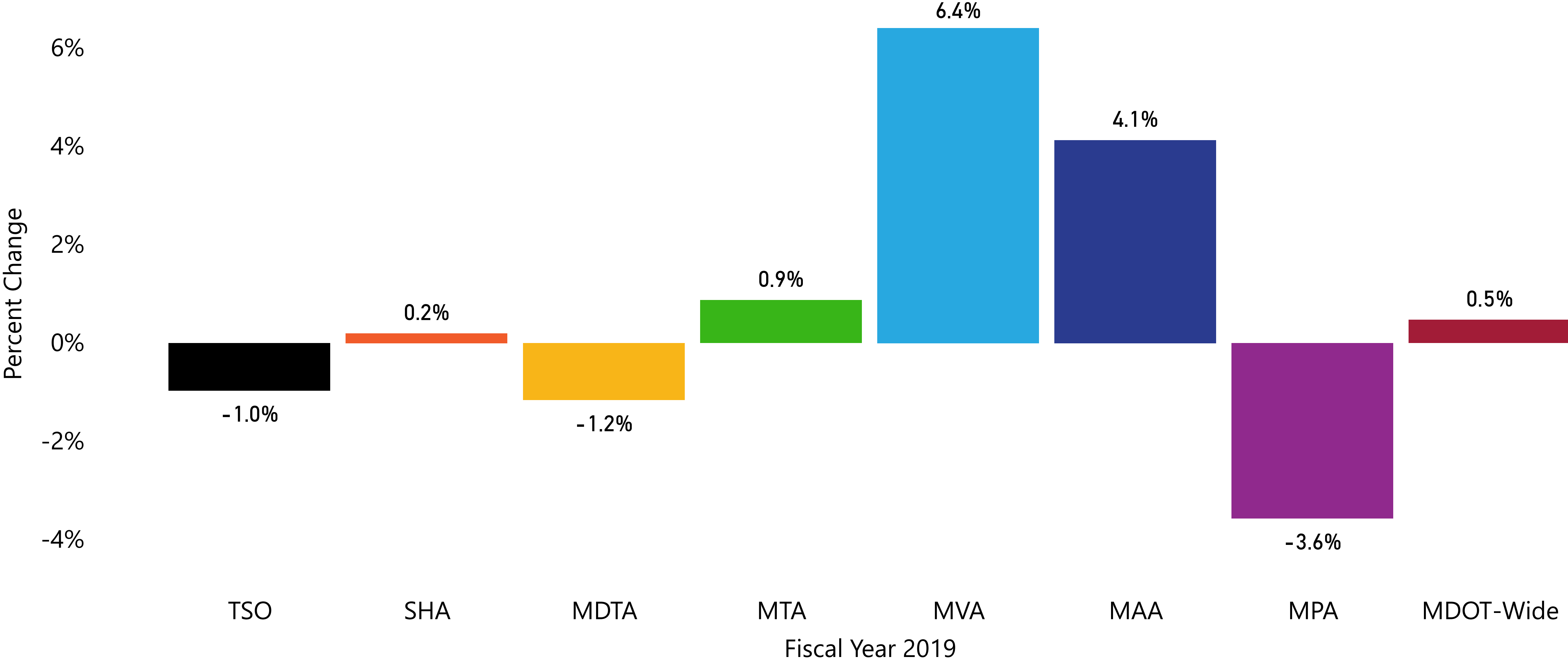


Chart 4.3.1: Percent of Projects Completed by Original Contract Date

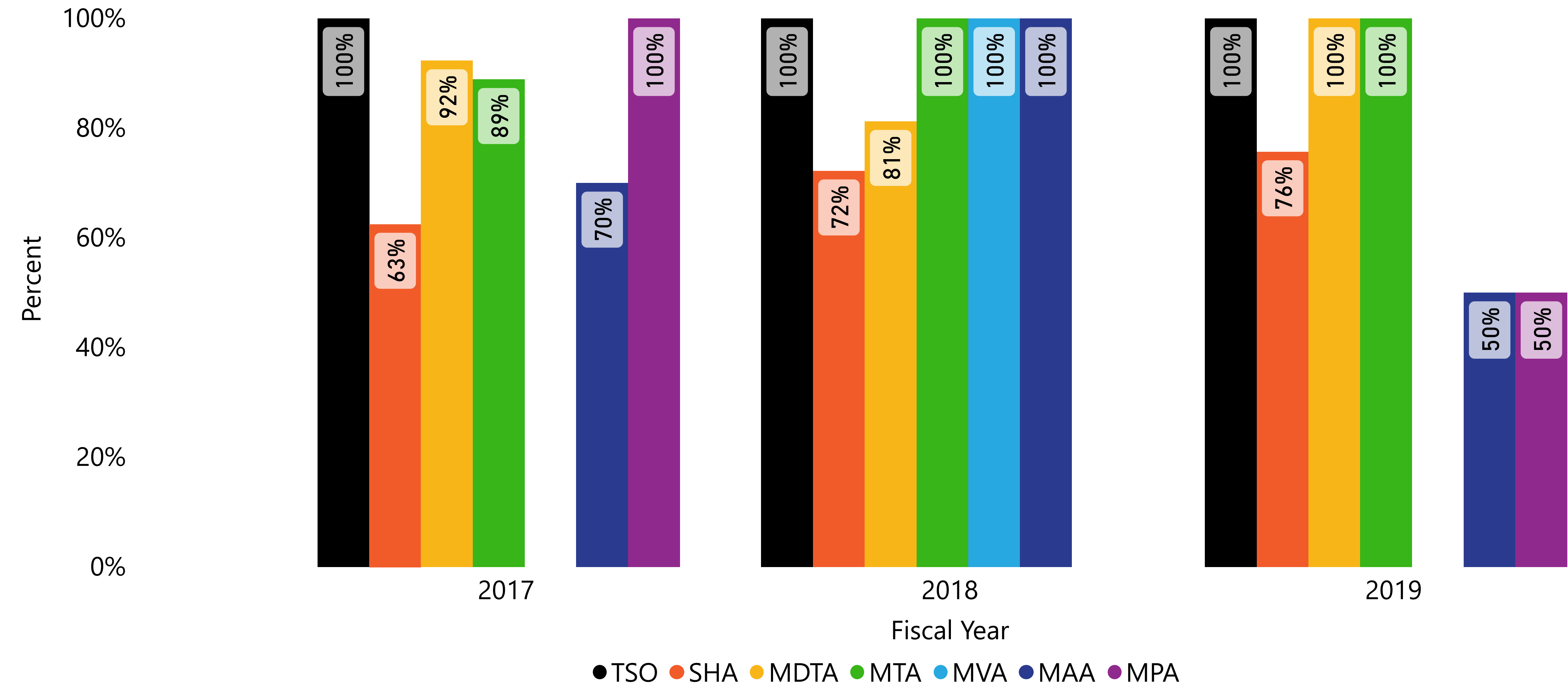
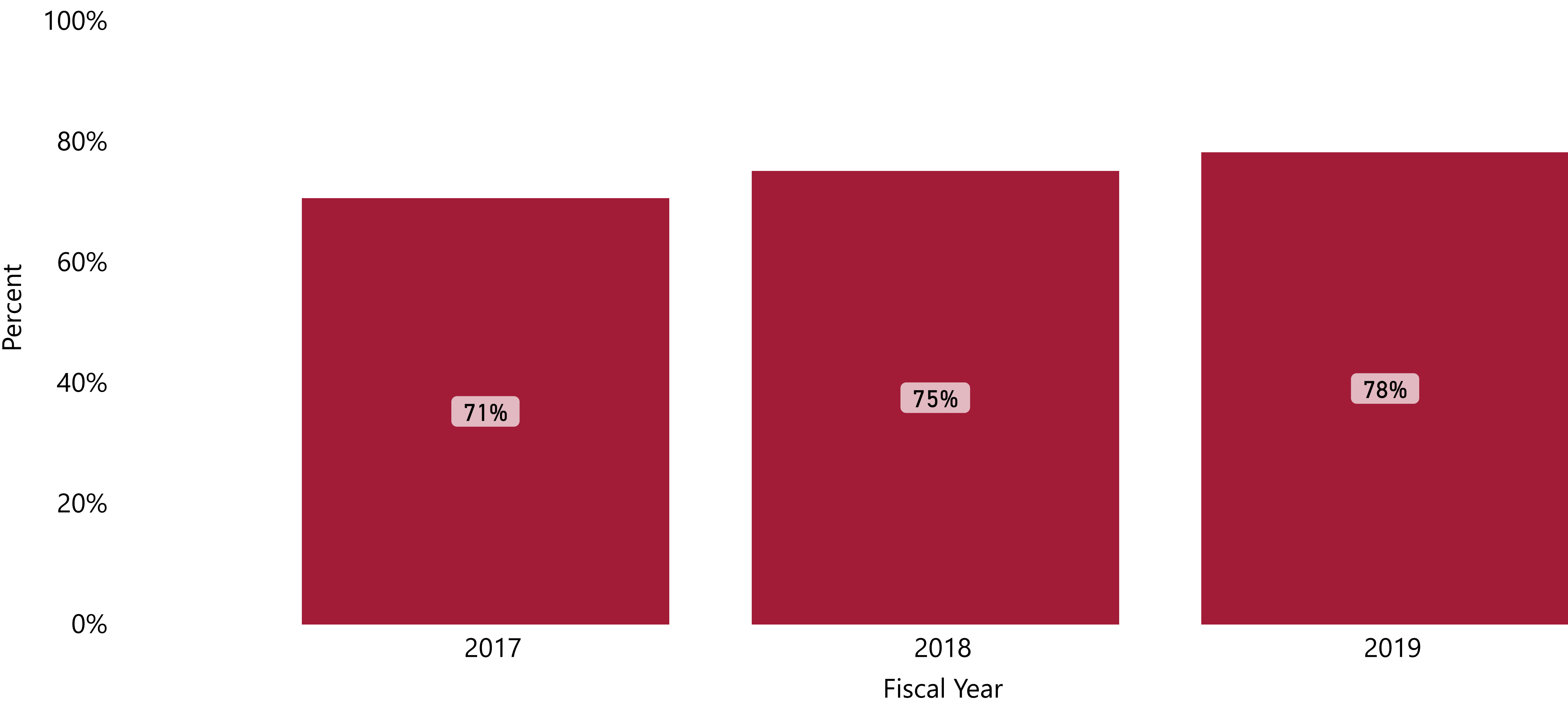


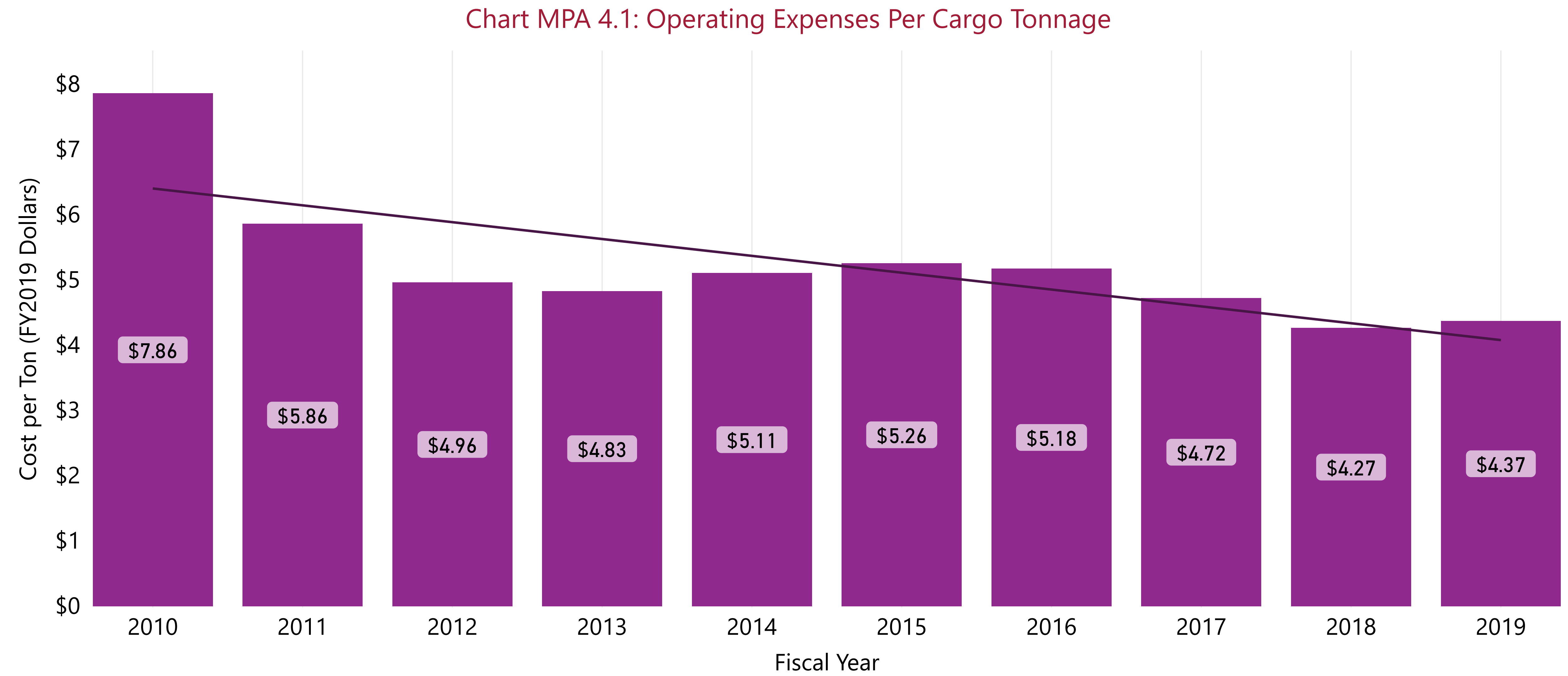
Chart 4.3.2: Percent of Projects Completed by Original Contract Date MDOT-Wide





PRESENTING:
TANGIBLE RESULT #4
TBU SPECIFIC MEASURES

PM# MPA 4.1: Operating Expenses Per Cargo Tonnage





PRESENTING:

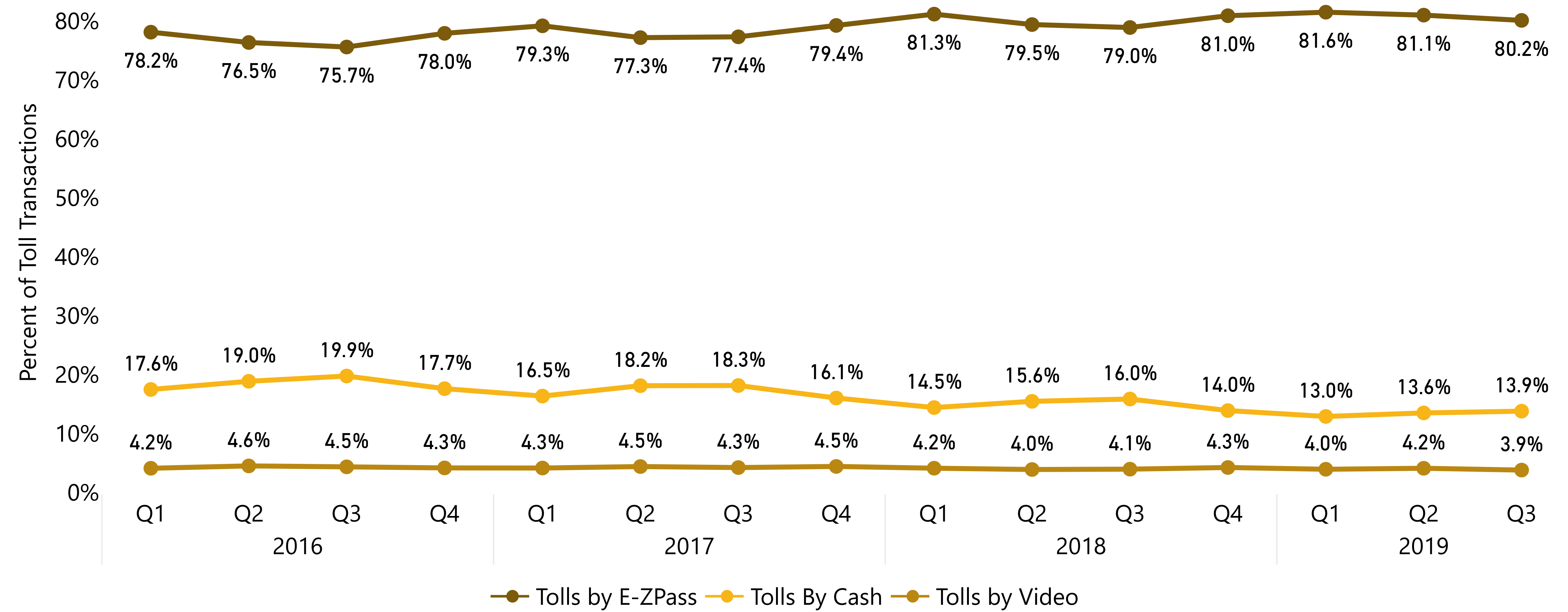
**PROVIDE AN EFFICIENT,
WELL-CONNECTED
TRANSPORTATION EXPERIENCE**

TANGIBLE RESULT #5

TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

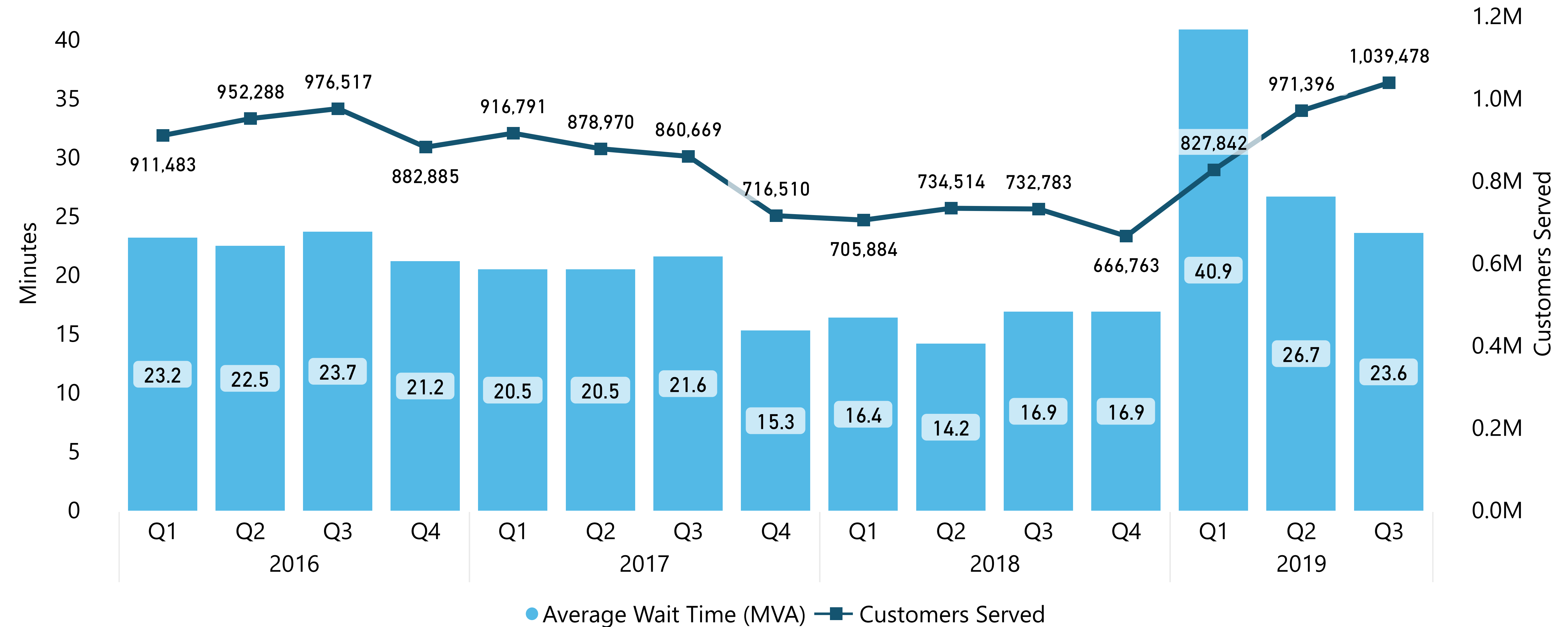
PM#5.1: Reliability of the Transportation Experience

Chart 5.1A.1: Percent of Toll Transactions by Payment Channel for All Mixed Facilities



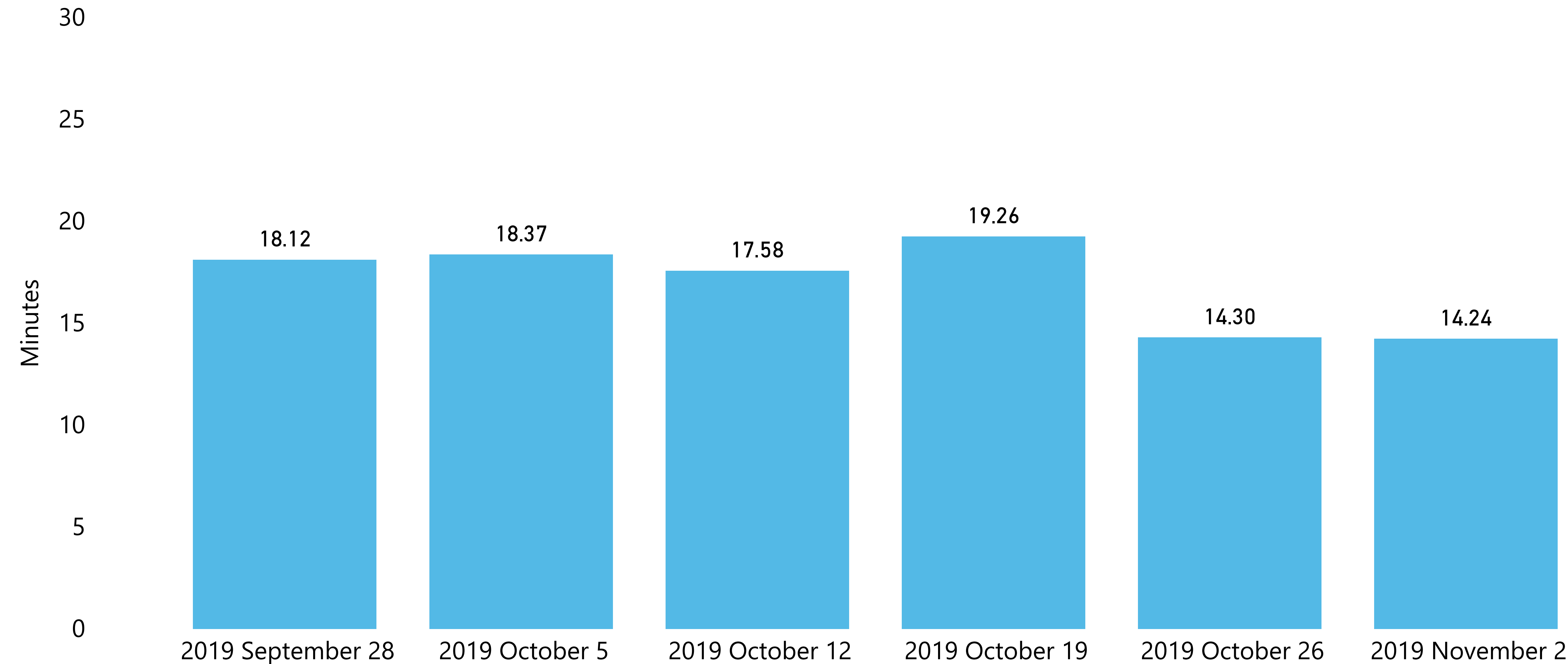
PM#5.1: Reliability of the Transportation Experience

Chart 5.1C.1: Average Wait Time at MDOT MVA Branches



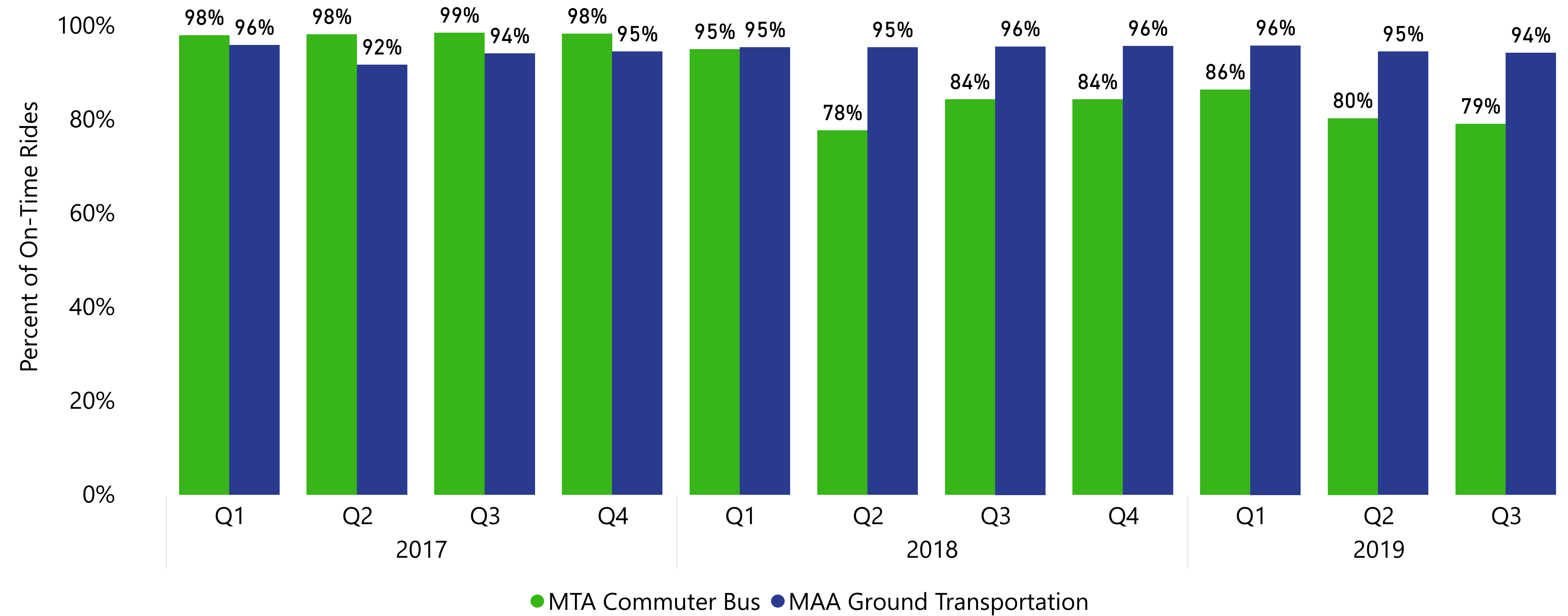
PM#5.1: Reliability of the Transportation Experience

Chart 5.1C.2: Average Wait Time at MDOT MVA Branches



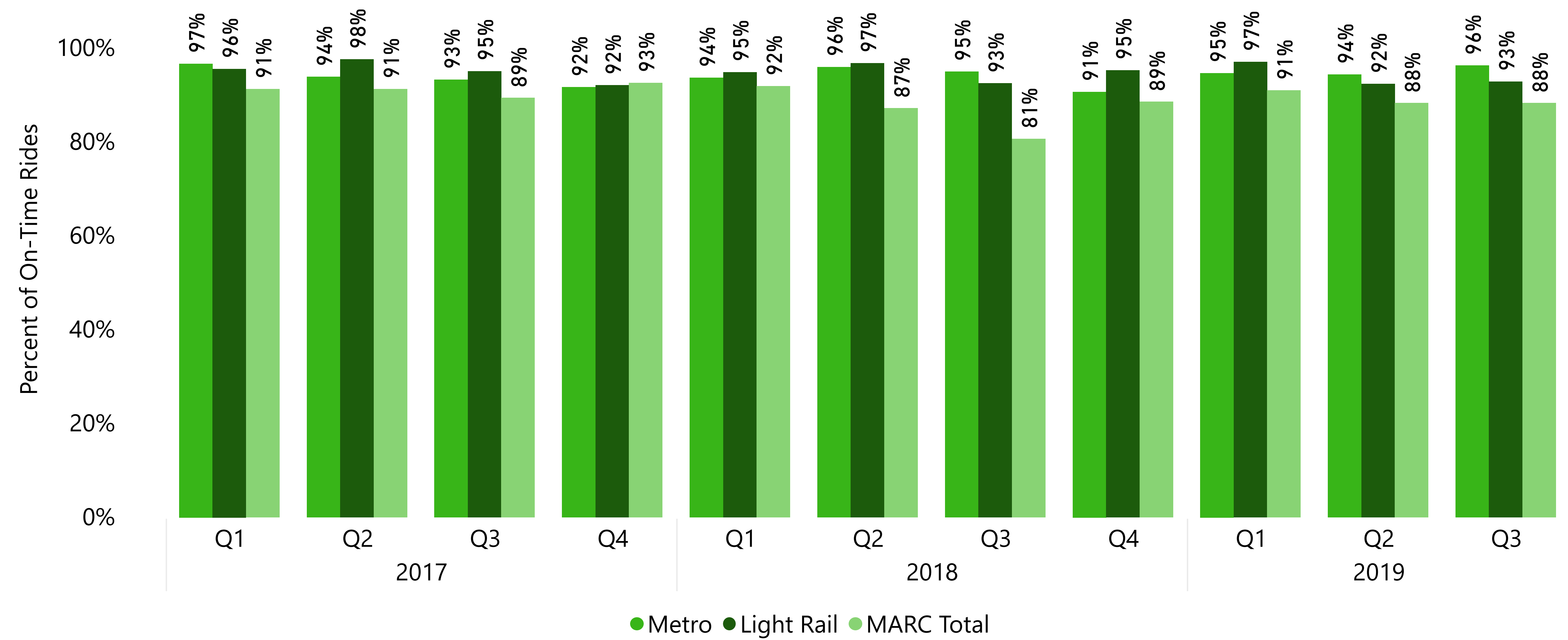
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.1: On-Time Performance of MDOT MTA Commuter Bus & MDOT MAA Ground Transport



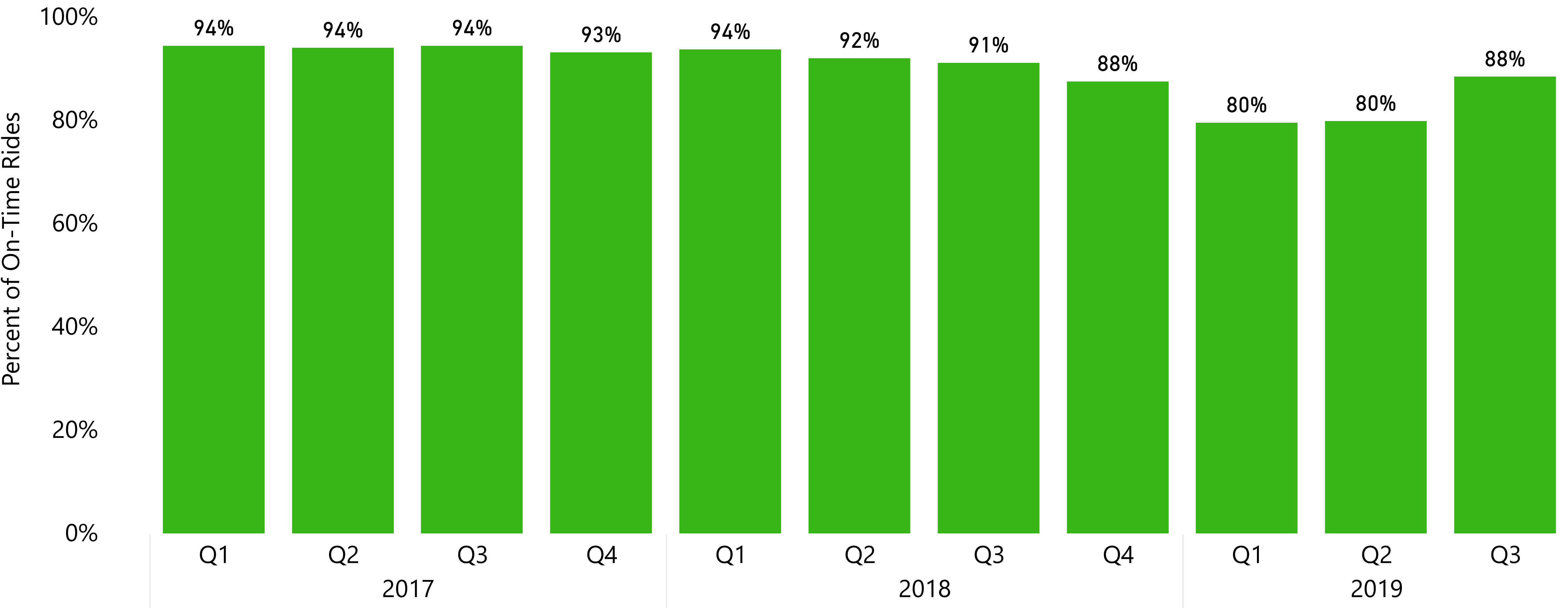
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.2: On-Time Performance of MDOT MTA SubwayLink, Light RailLink, & MARC



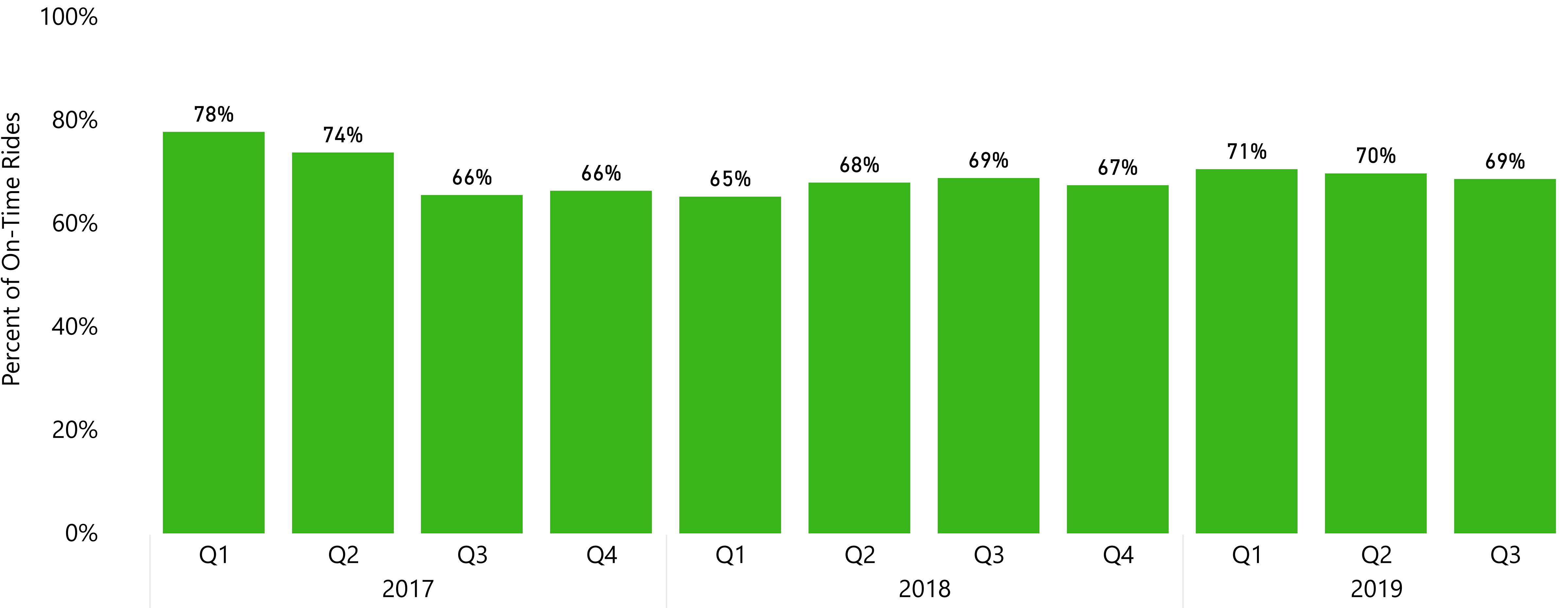
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.3: On-Time Performance of MDOT MTA Paratransit



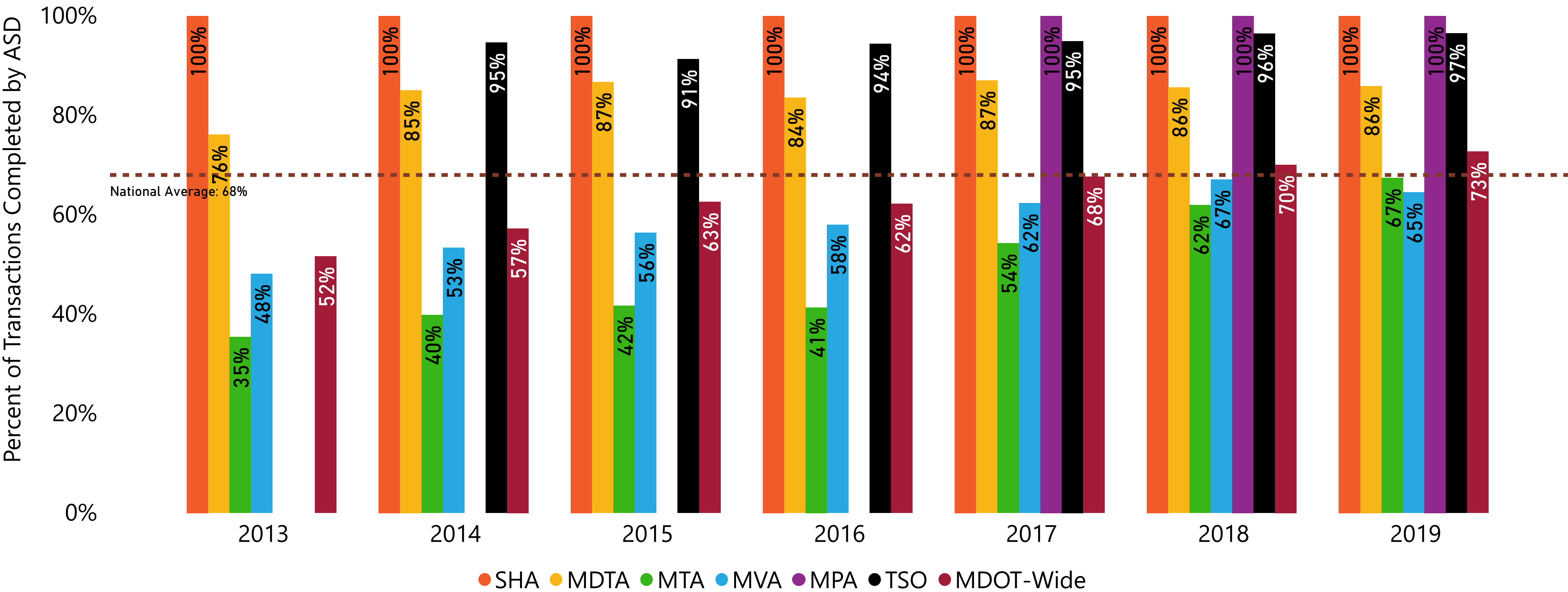
PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.4: MTA Core Bus On-Time Performance



PM#5.3: Percent of Transportation Services and Products Provided Through Alternative Service Delivery (ASD)

Chart 5.3.1: Alternative Service Delivery by TBU





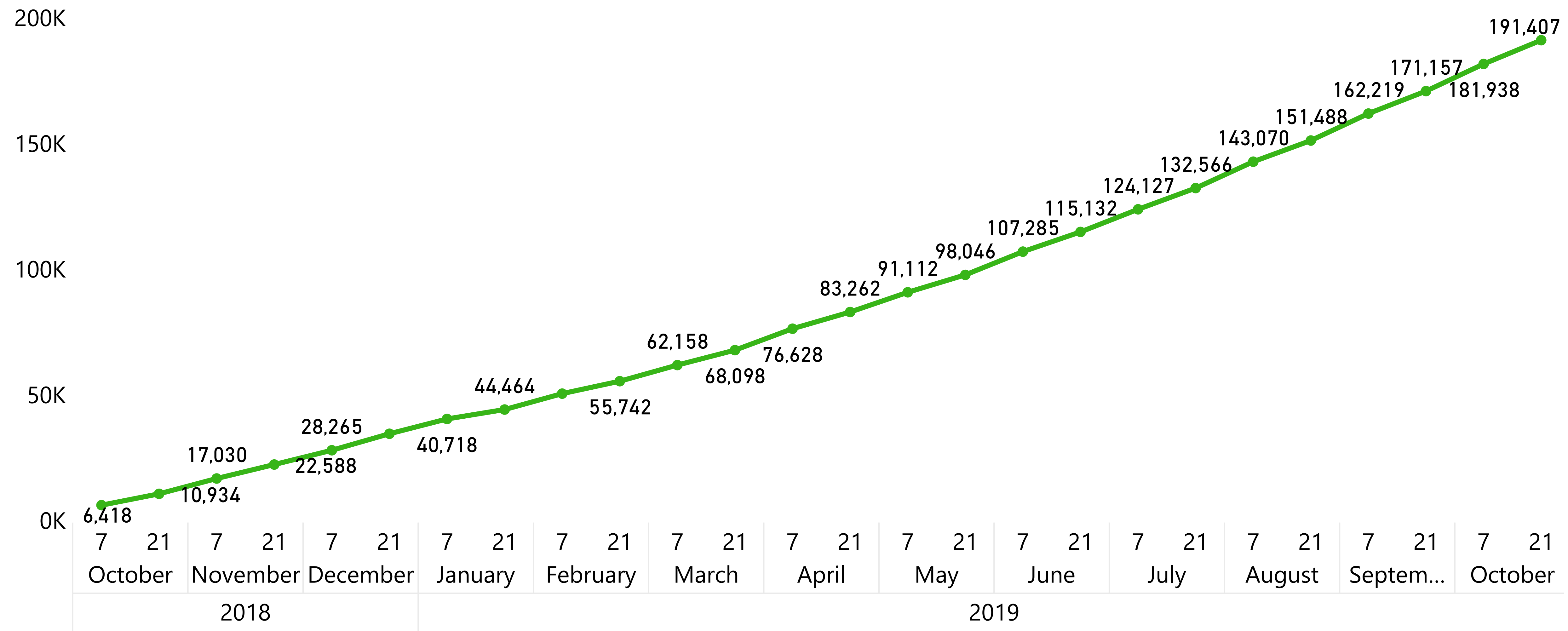
PRESENTING:

TANGIBLE RESULT #5

TBU SPECIFIC MEASURES

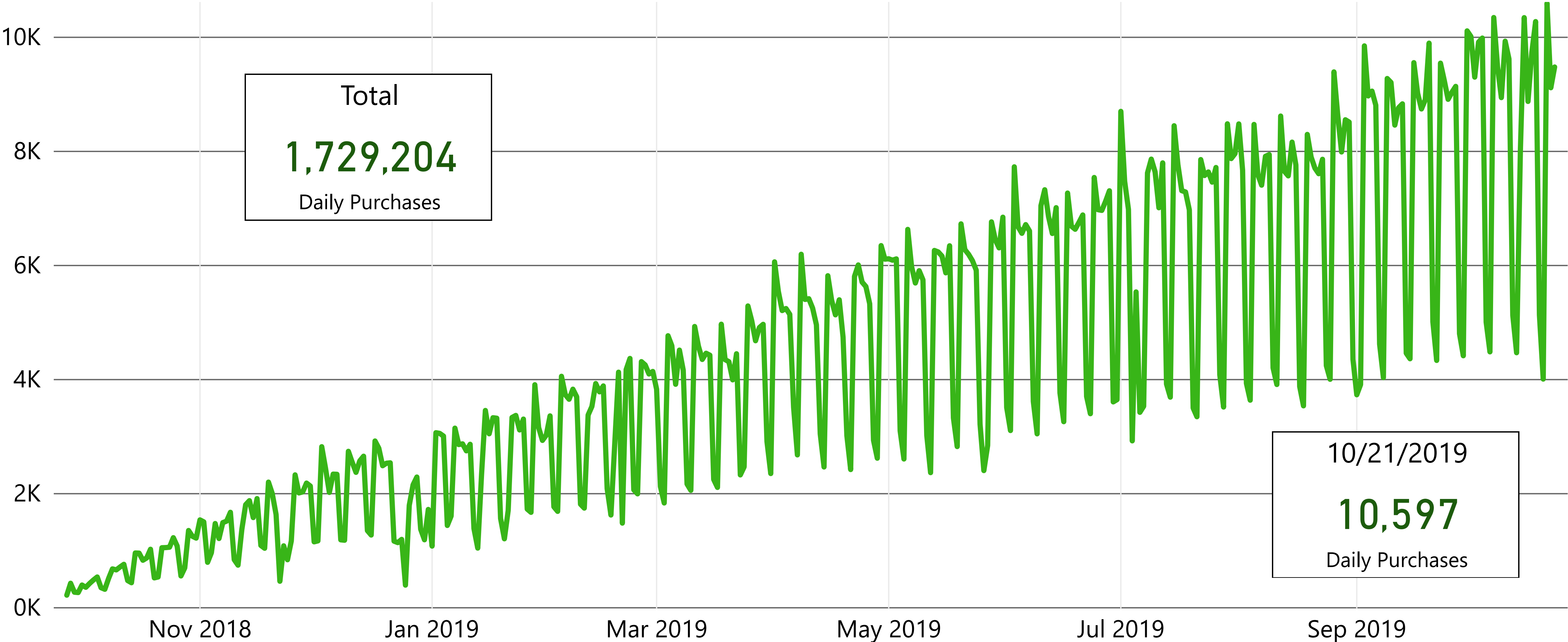
MTA 5.1: CharmPass Cumulative Downloads

Chart MTA 5.1A: CharmPass Cumulative Downloads



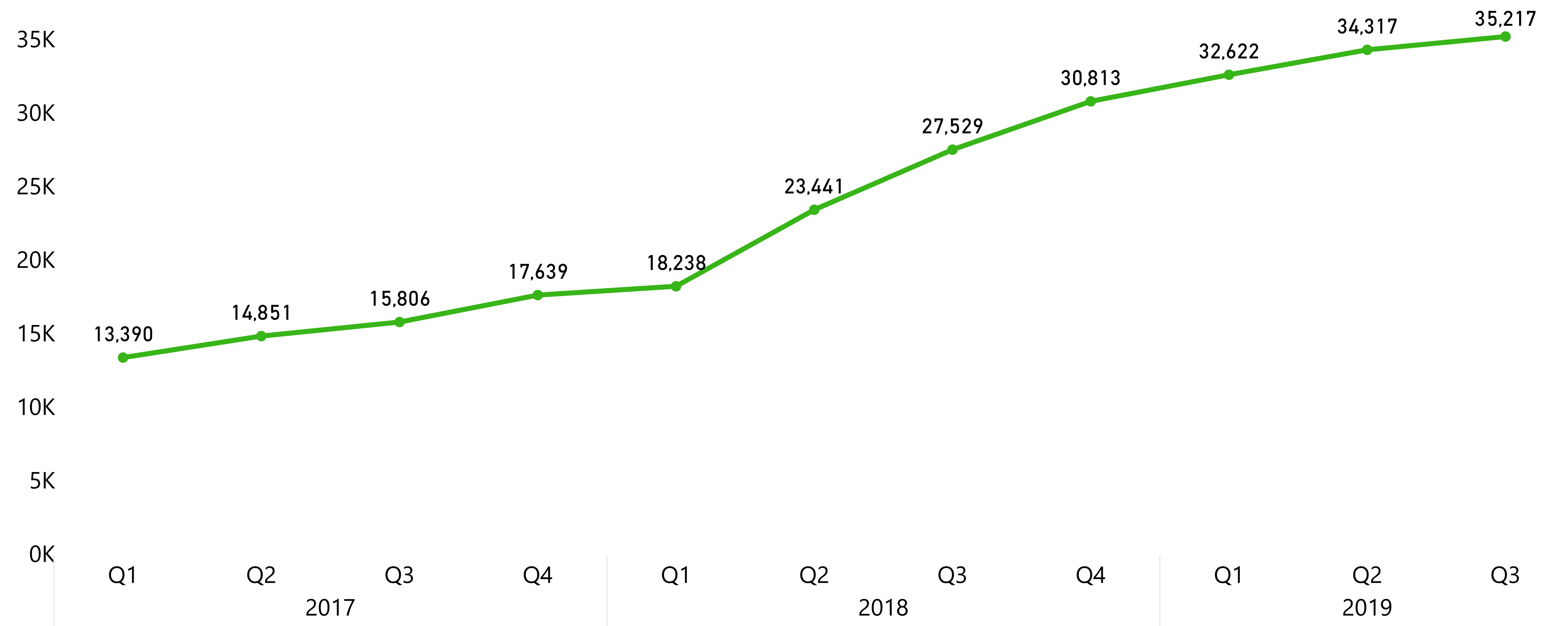
MTA 5.1: CharmPass Daily Purchases

Chart MTA 5.1B: CharmPass Daily Purchases



MTA 5.2: Transit App Users

Chart MTA 5.2: Average Daily Transit App Users





PRESENTING:

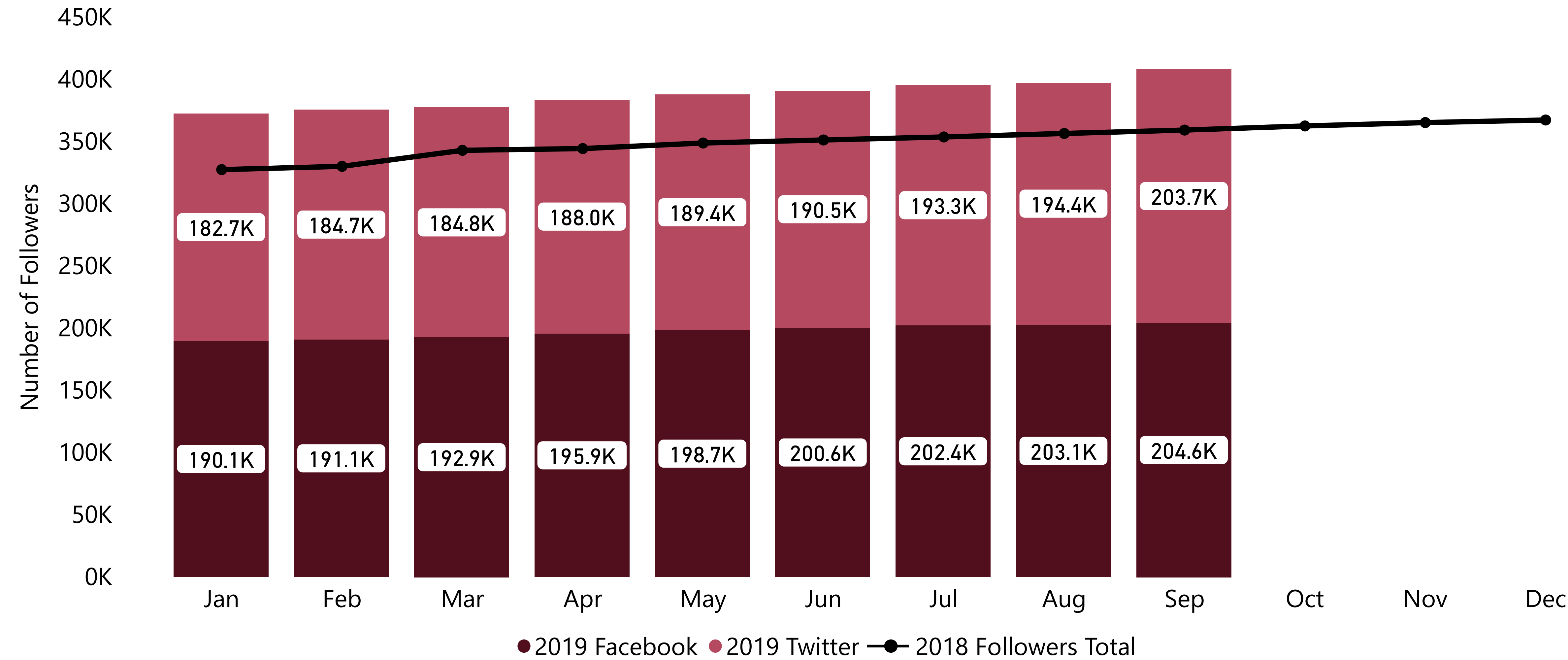
COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

TANGIBLE RESULT #6

TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Reach

Chart 6.1A.1: Total MDOT Social Media Followers

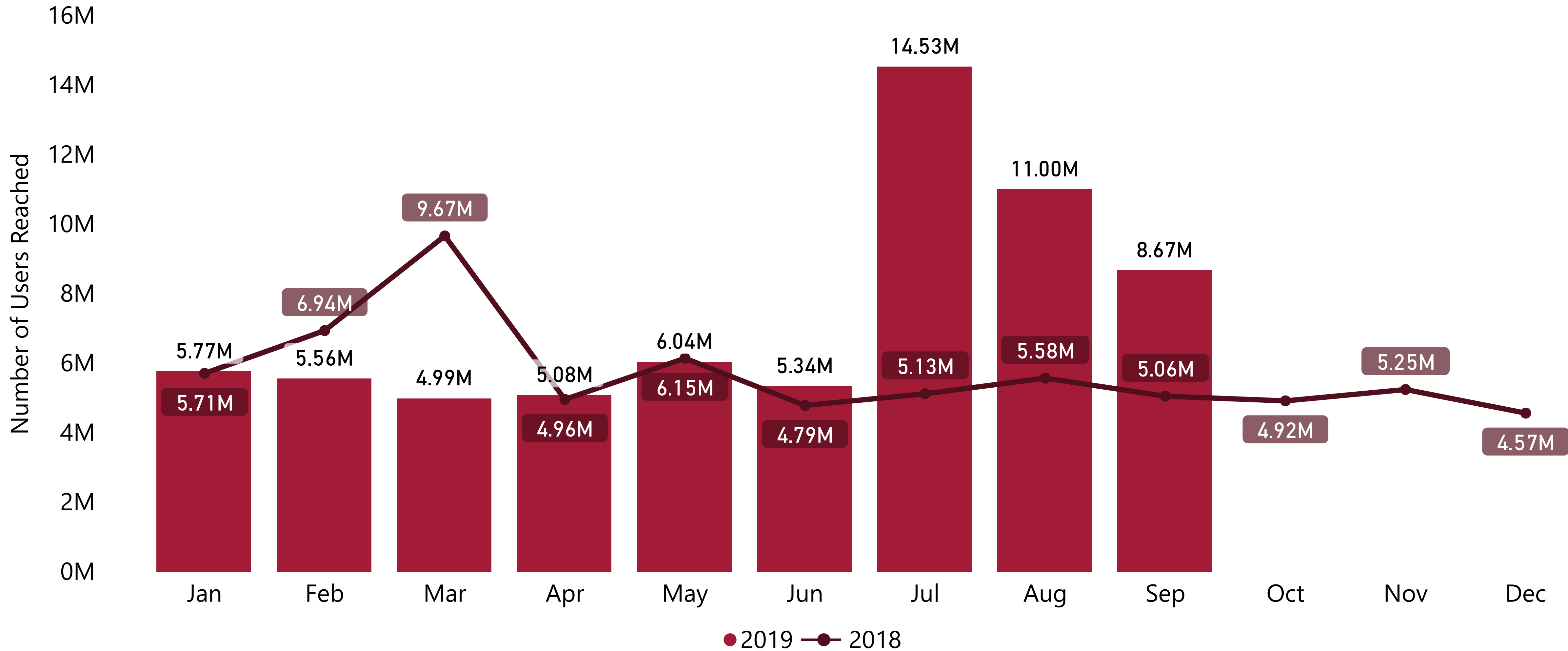




TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

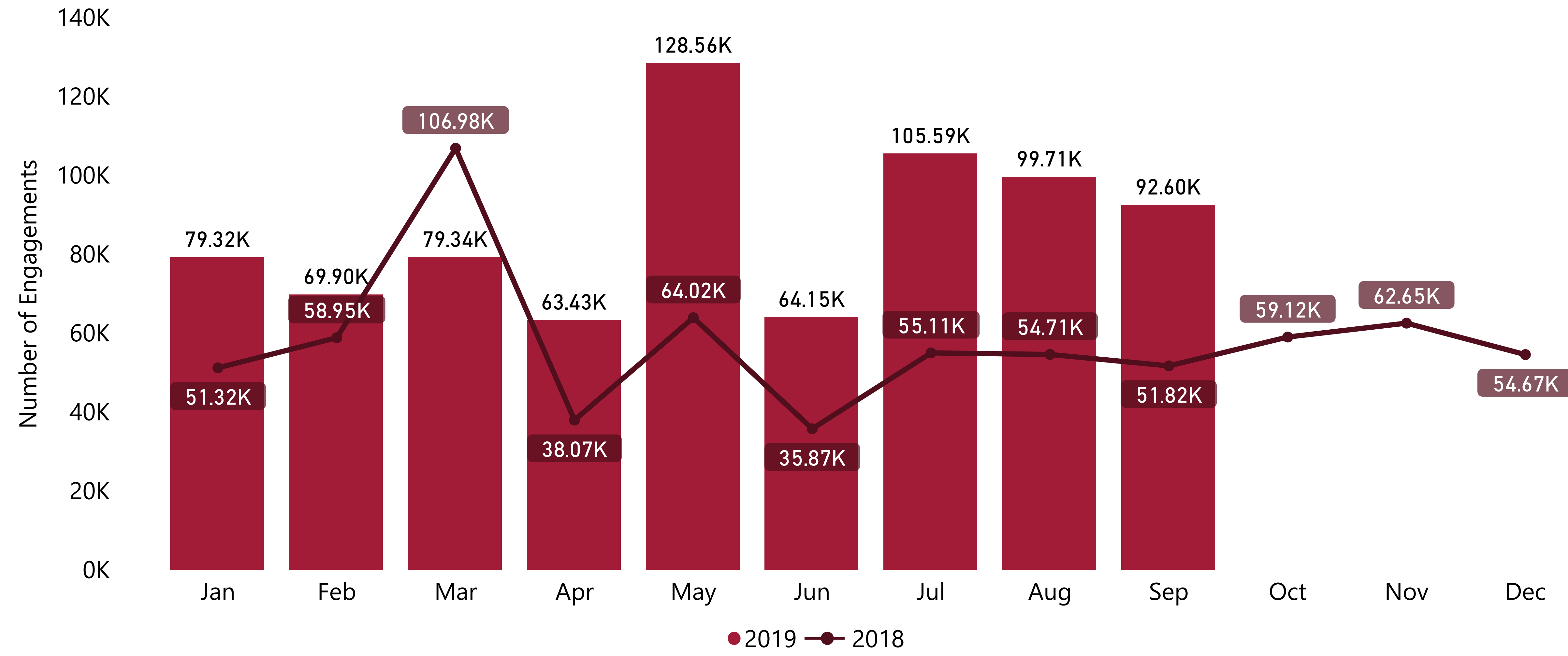
PM#6.1: Social Reach

Chart 6.1A.2: Total MDOT Social Media Reach

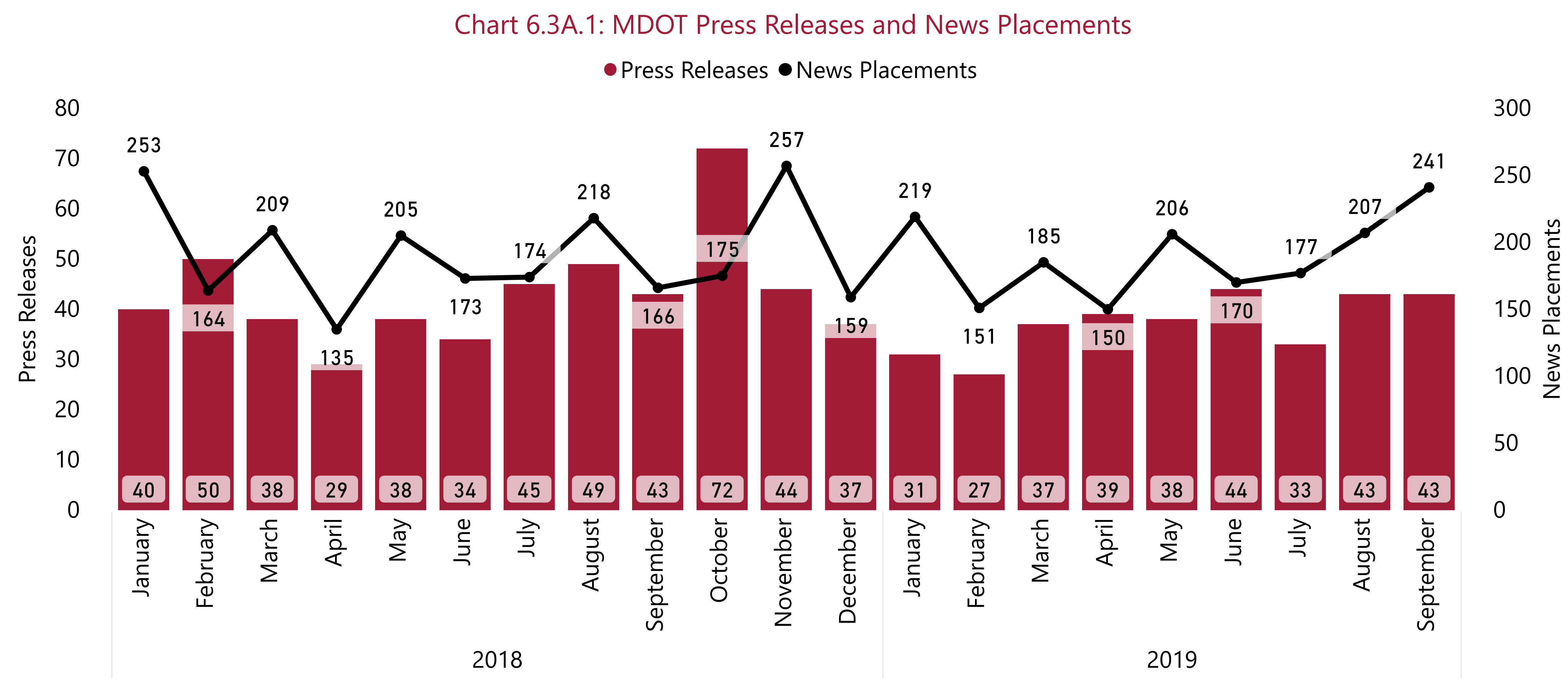


PM#6.1: Social Engagement

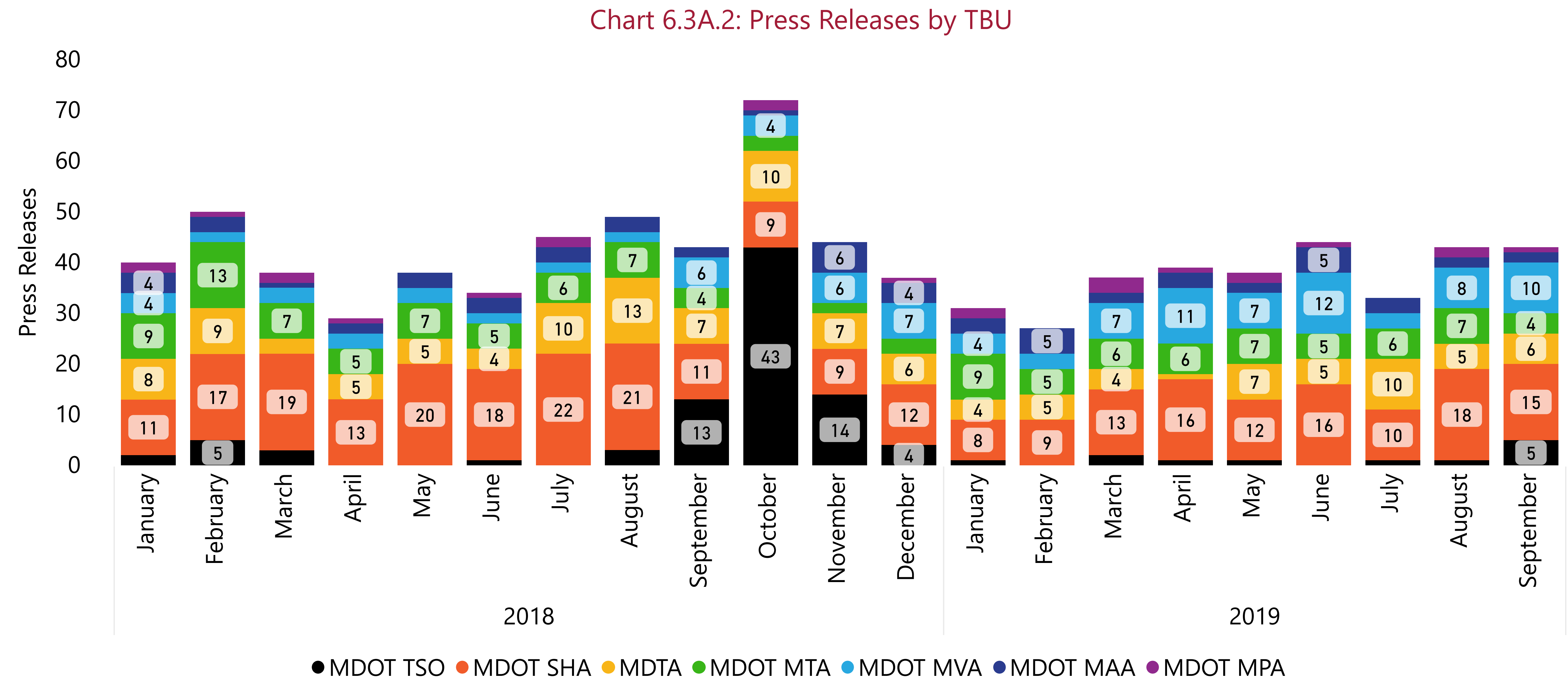
Chart 6.1B.1: Total MDOT Social Media Engagements



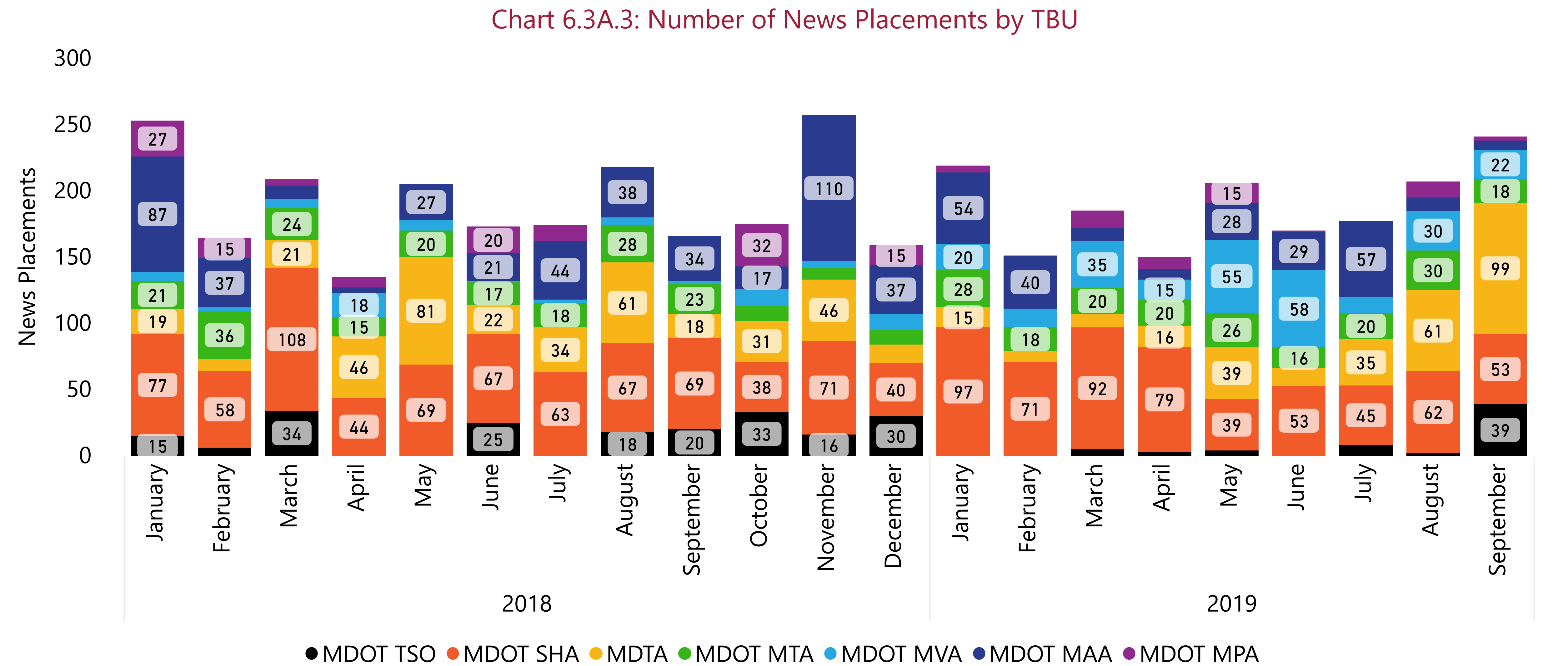
PM#6.3a: Number of News Stories Generated from Major Releases



PM#6.3a: Number of News Stories Generated from Major Releases

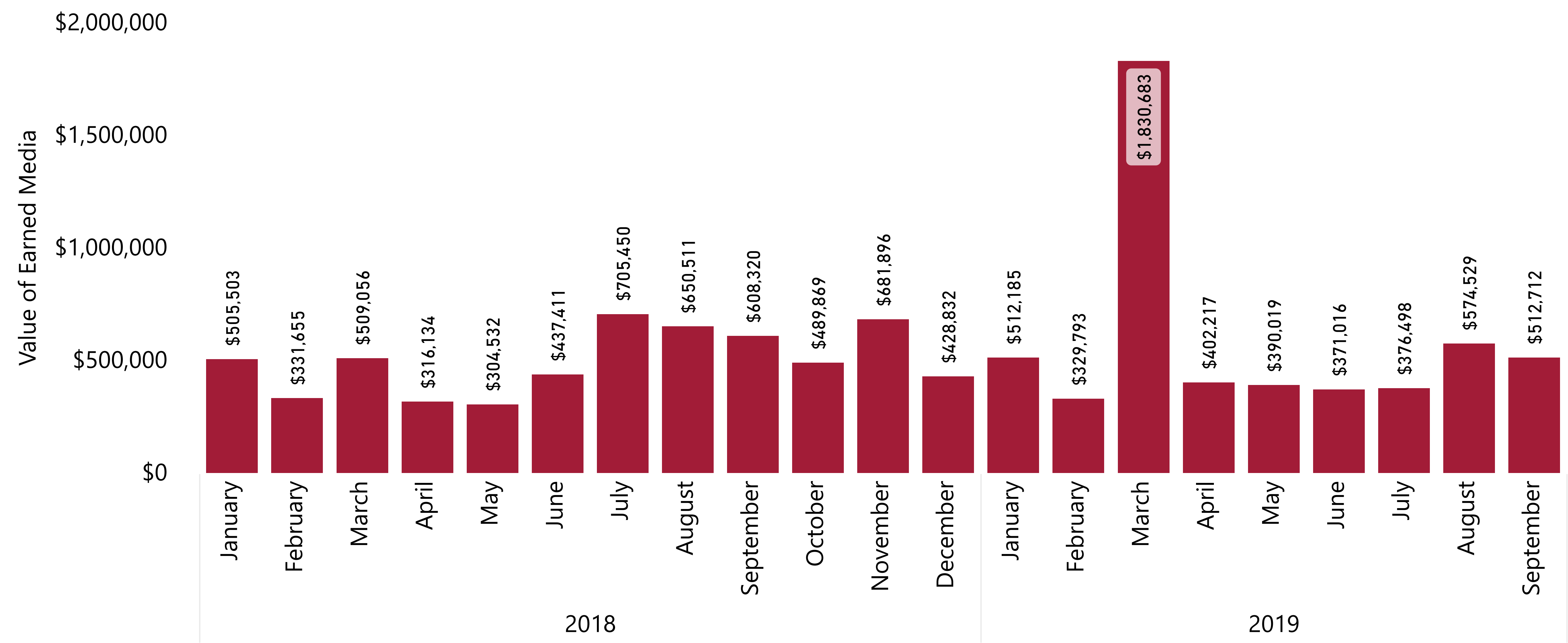


PM#6.3a: Number of News Stories Generated from Major Releases



PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases

Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide



PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases

Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide

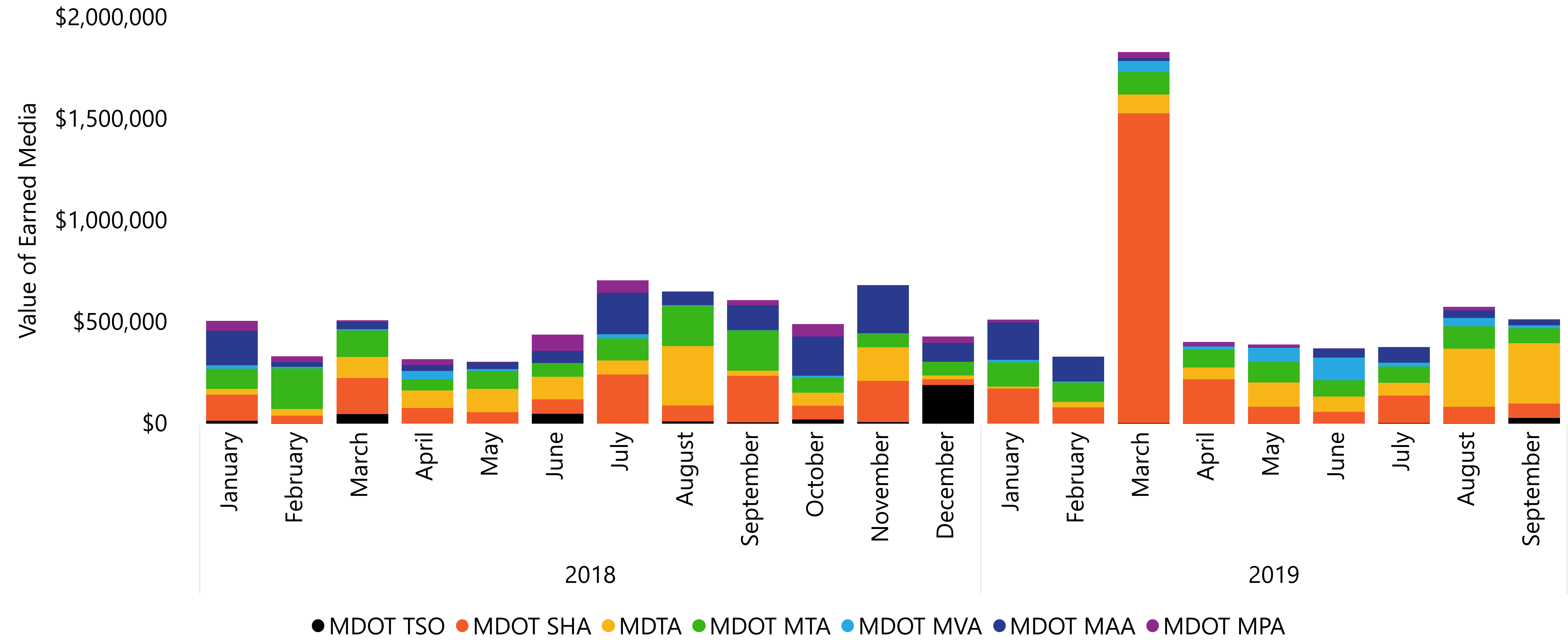
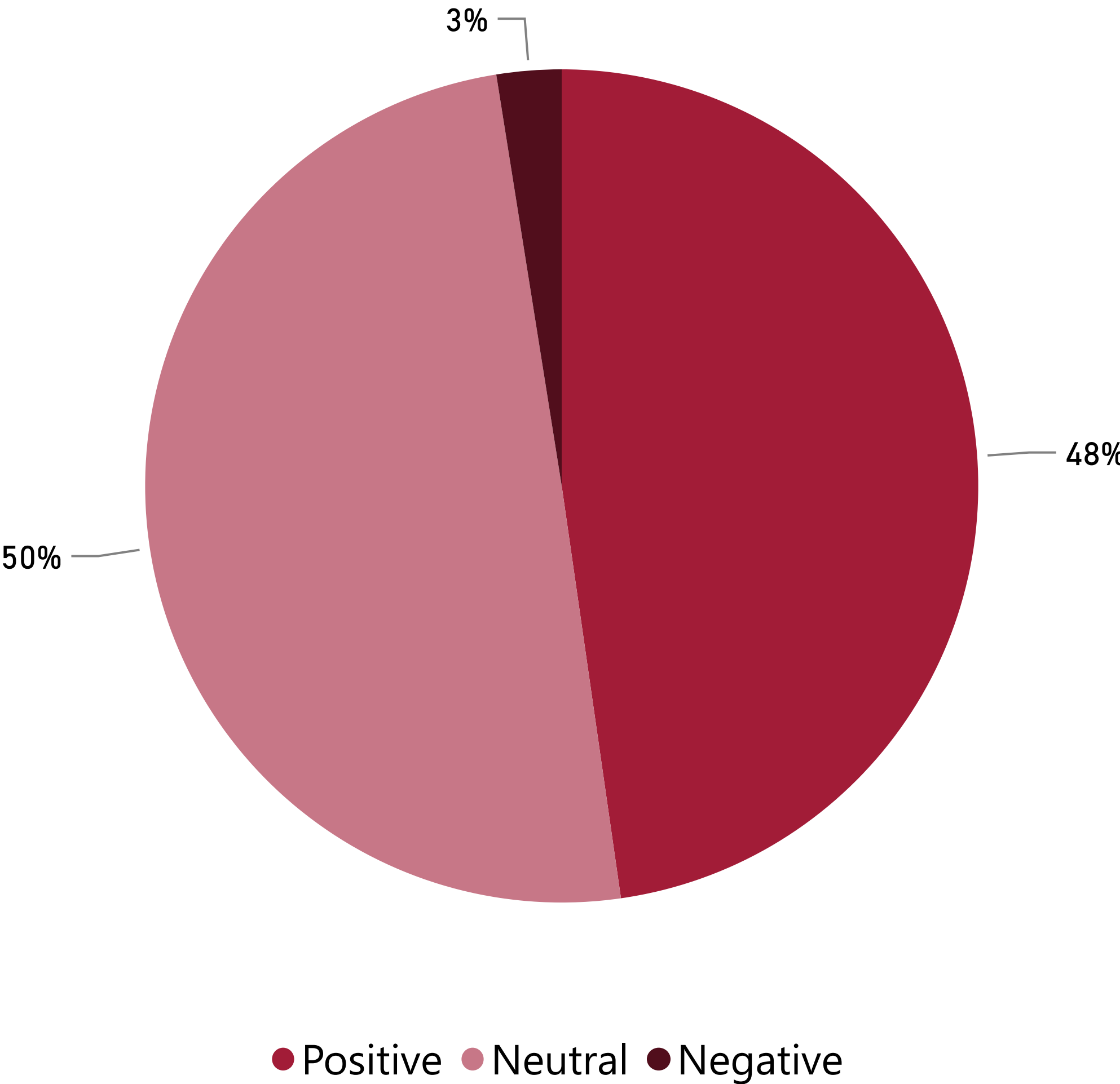




Chart 6.3C.1: News Tone MDOT-Wide for April 2018 - September 2019



PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone for MDOT TSO

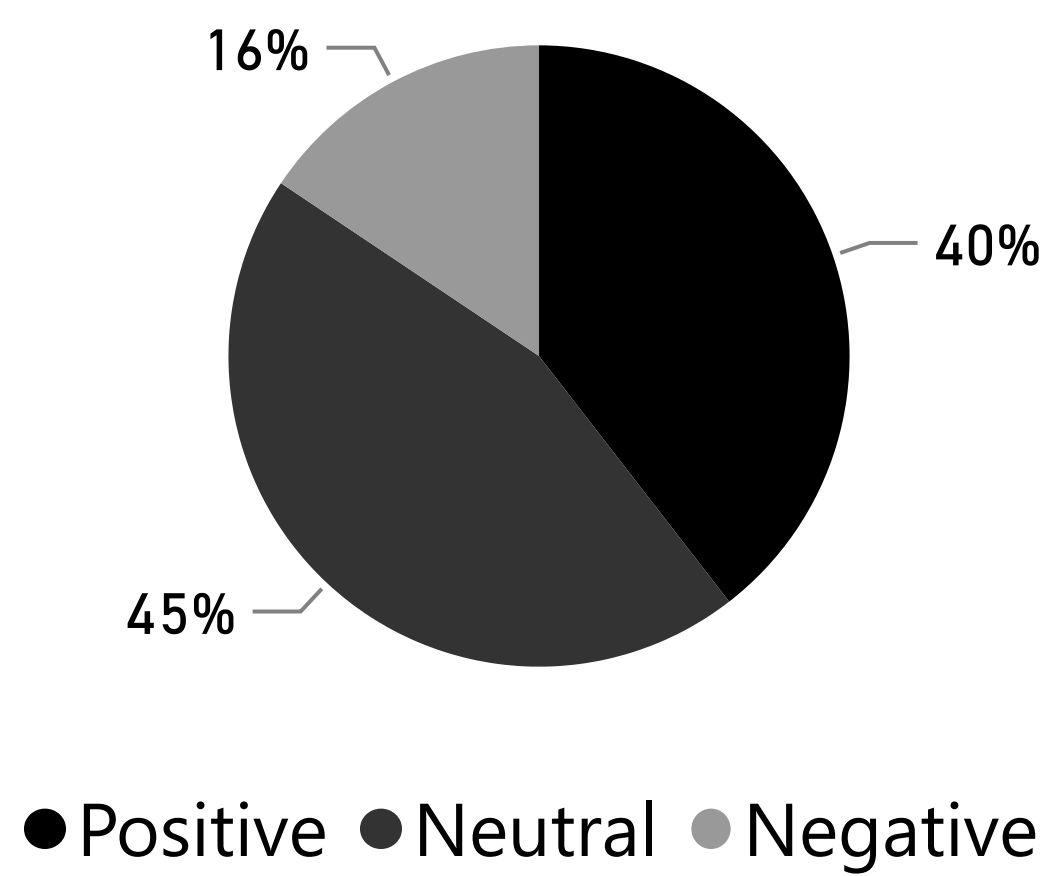


Chart 6.3C.1: News Tone for MDOT SHA

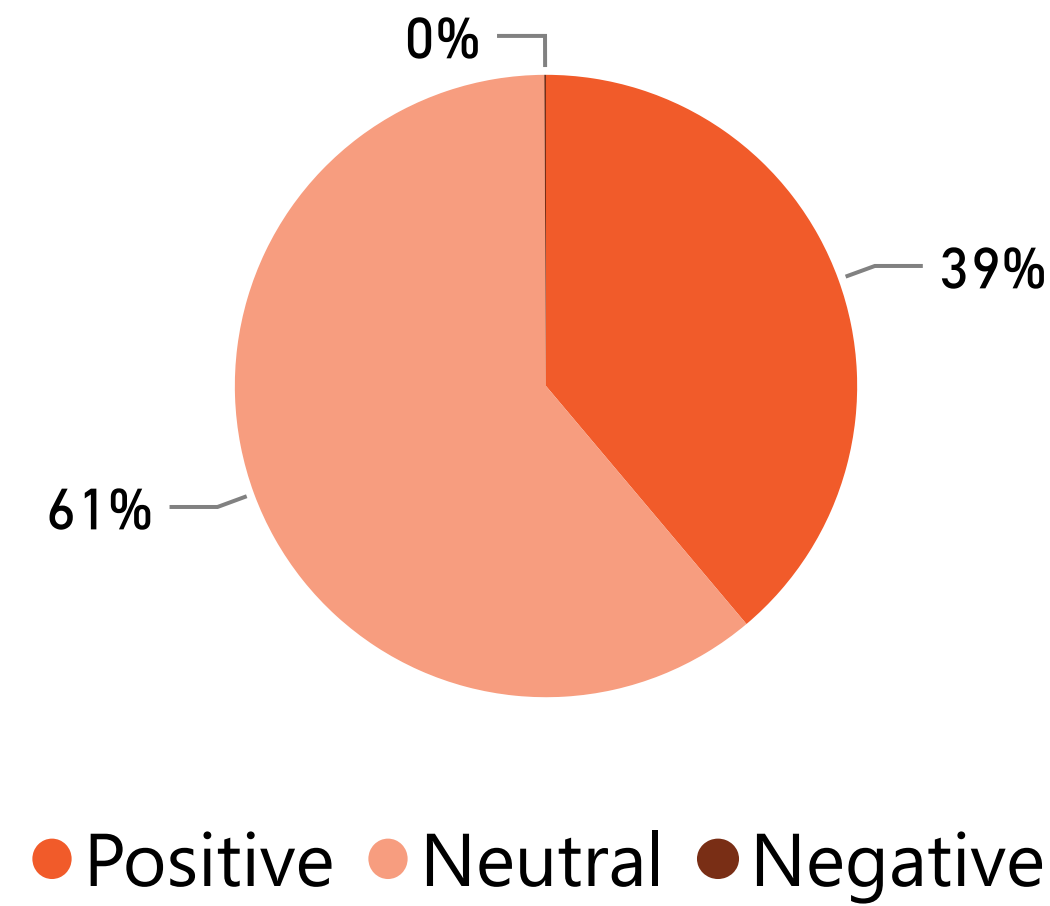


Chart 6.3C.1: News Tone for MDTA

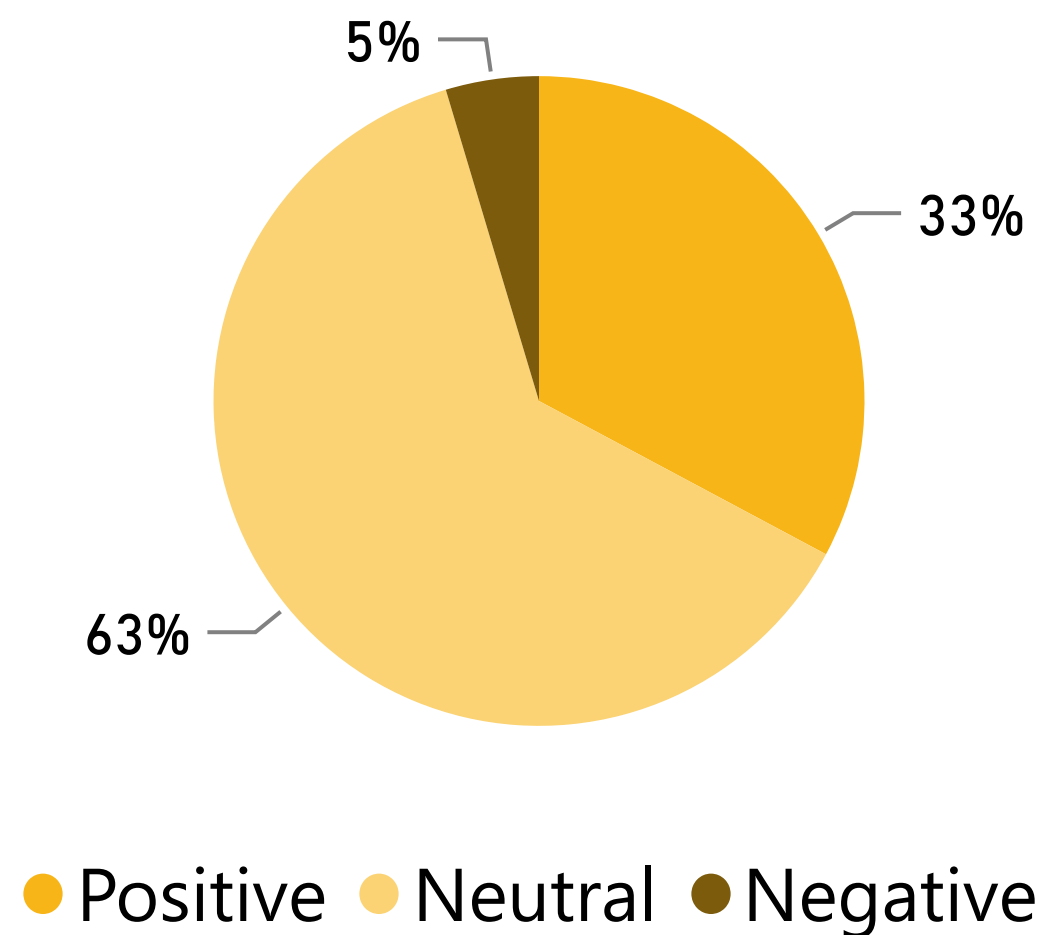
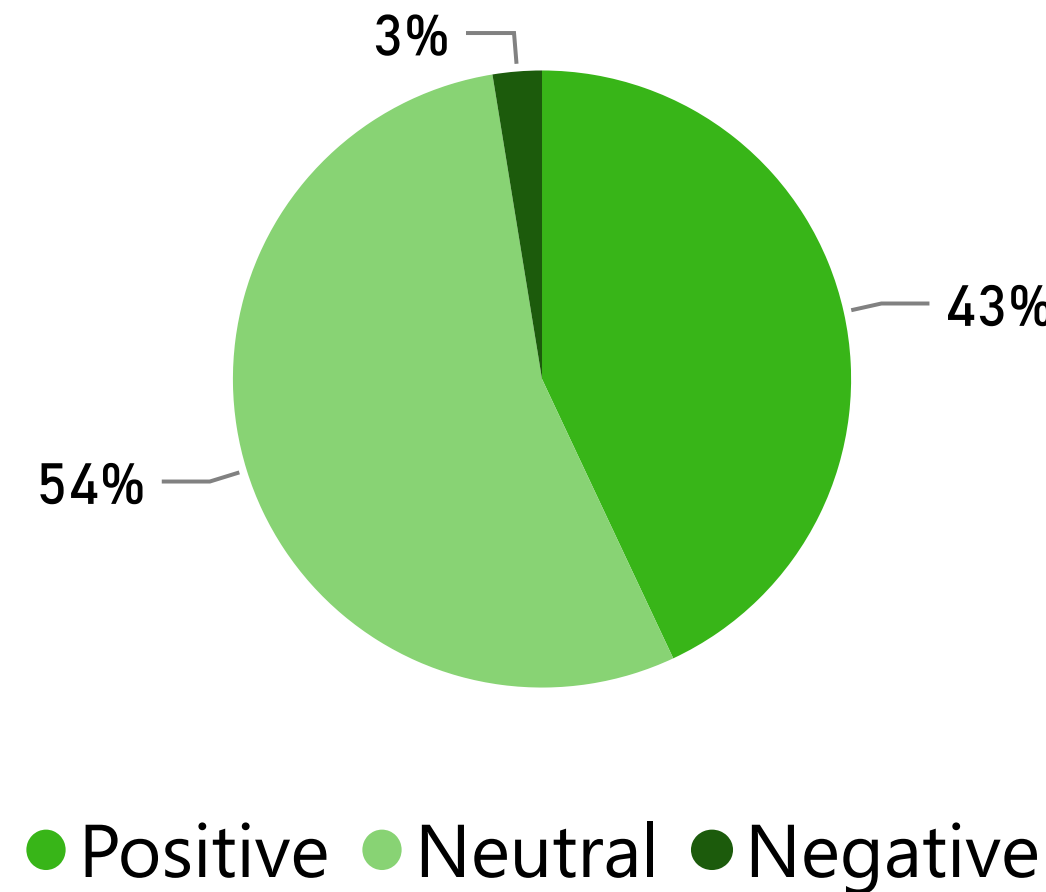


Chart 6.3C.1: News Tone for MDOT MTA



PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone for MDOT MVA

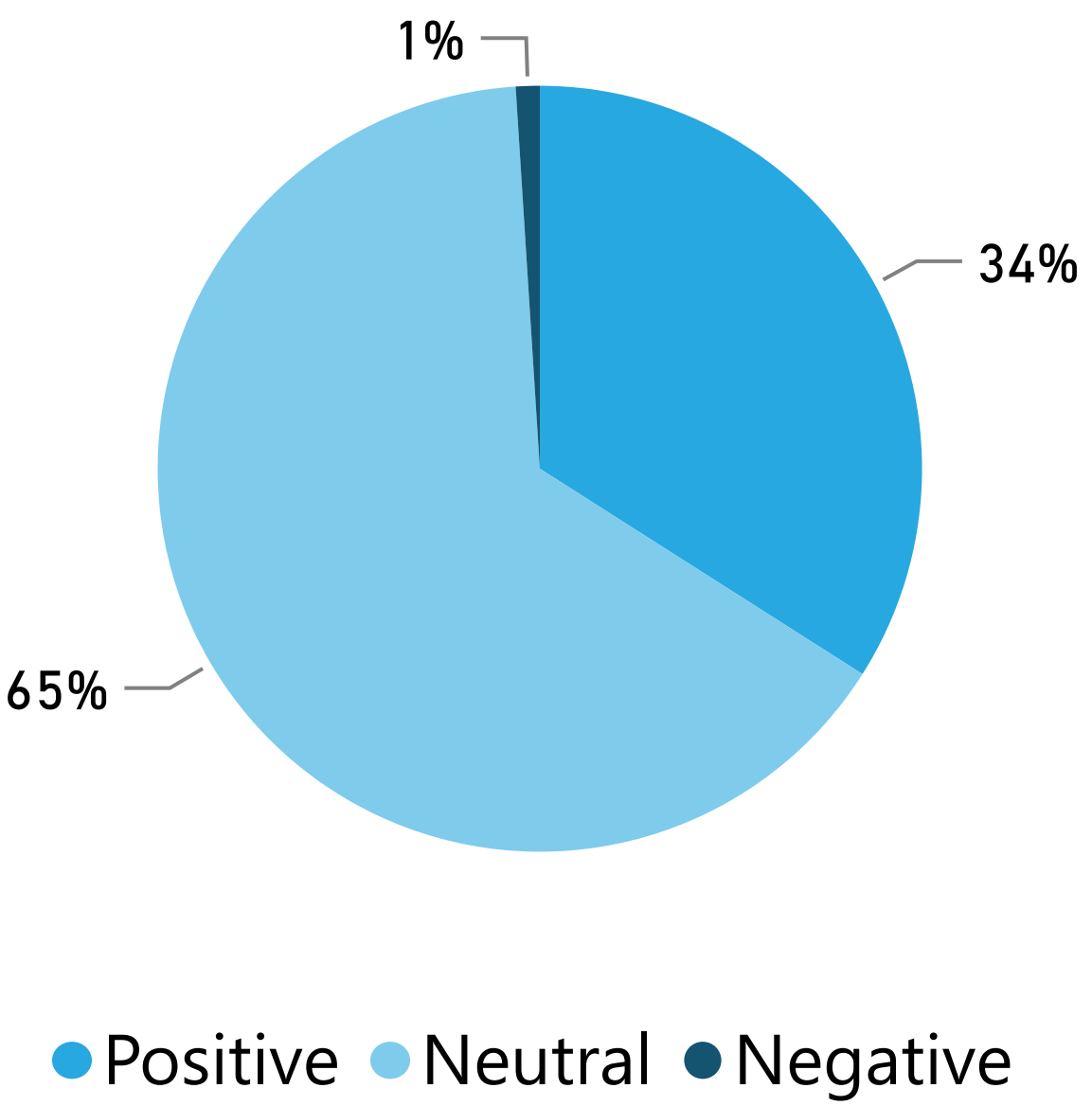


Chart 6.3C.1: News Tone for MDOT MAA

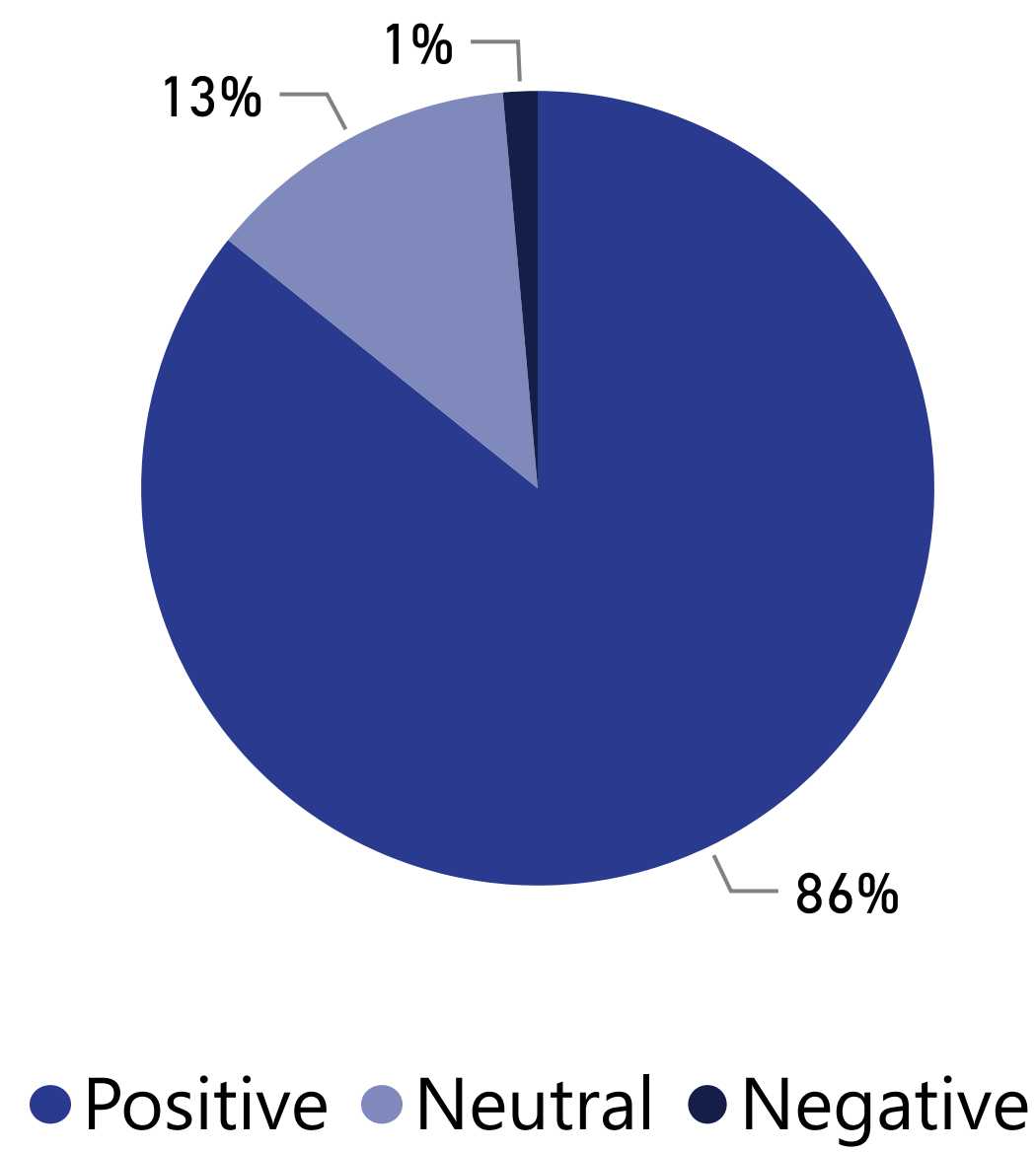
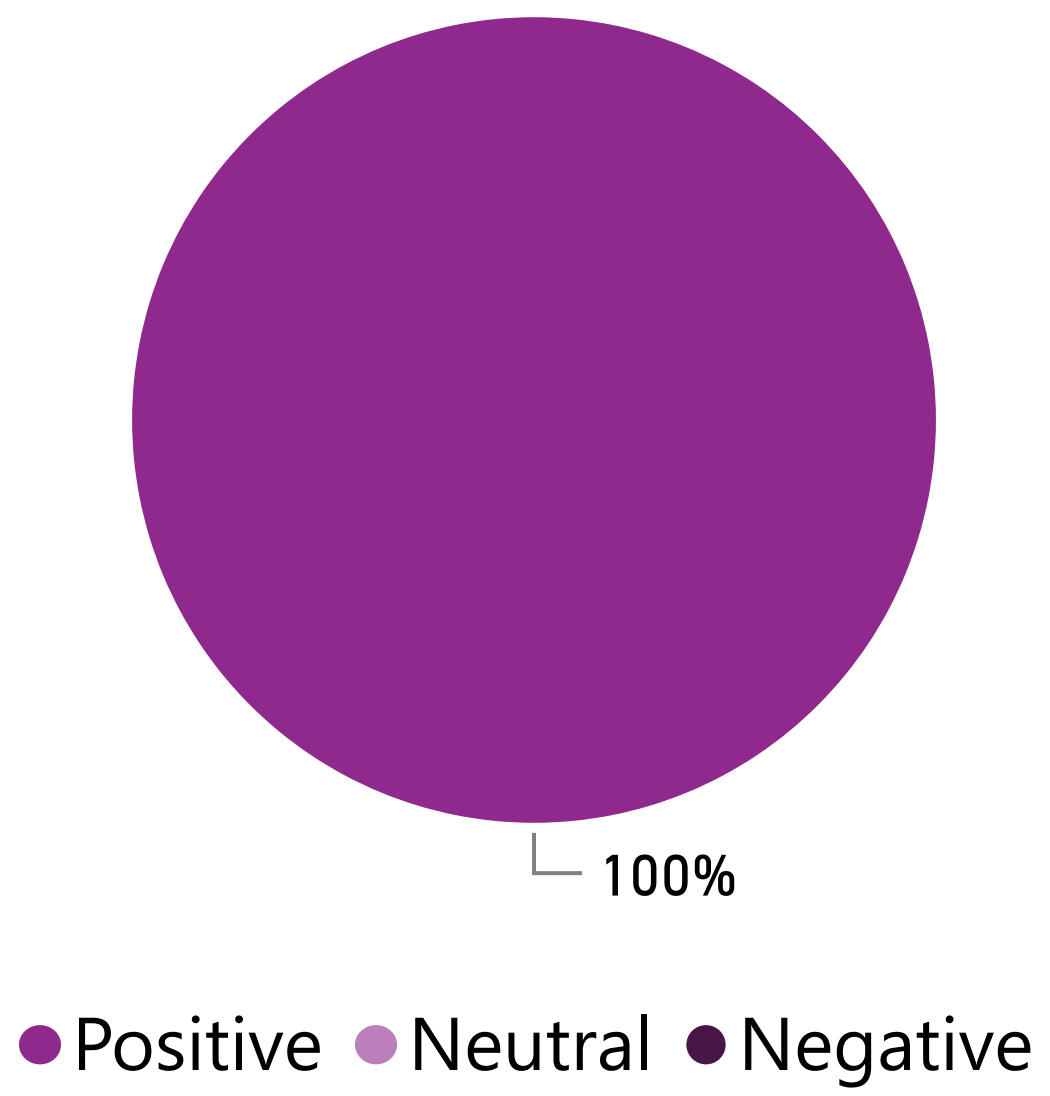


Chart 6.3C.1: News Tone for MDOT MPA



PM#6.4: Proactive Media

Chart 6.4A.1A: Reach of Proactive Pickups for Q2 2019

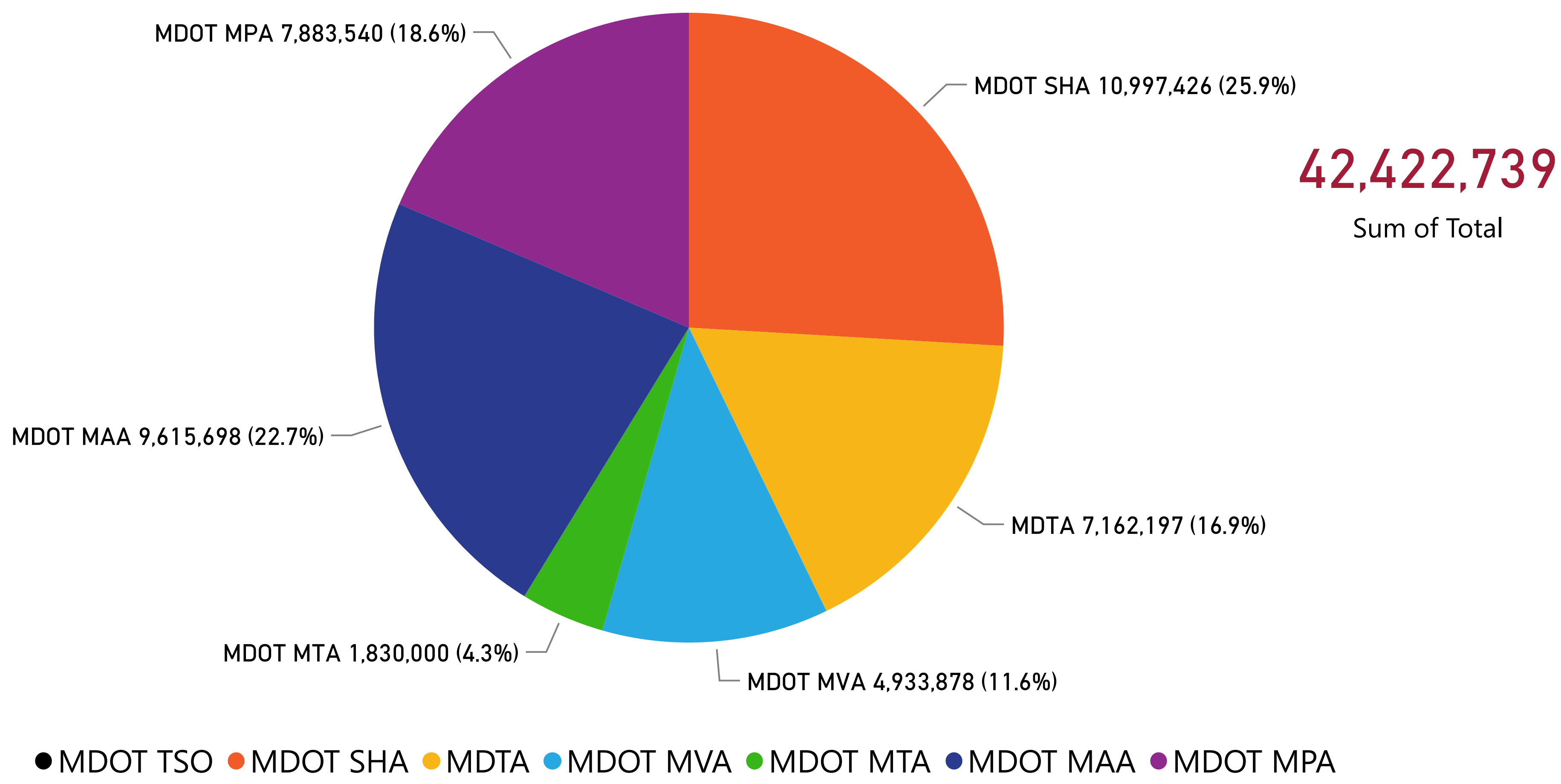
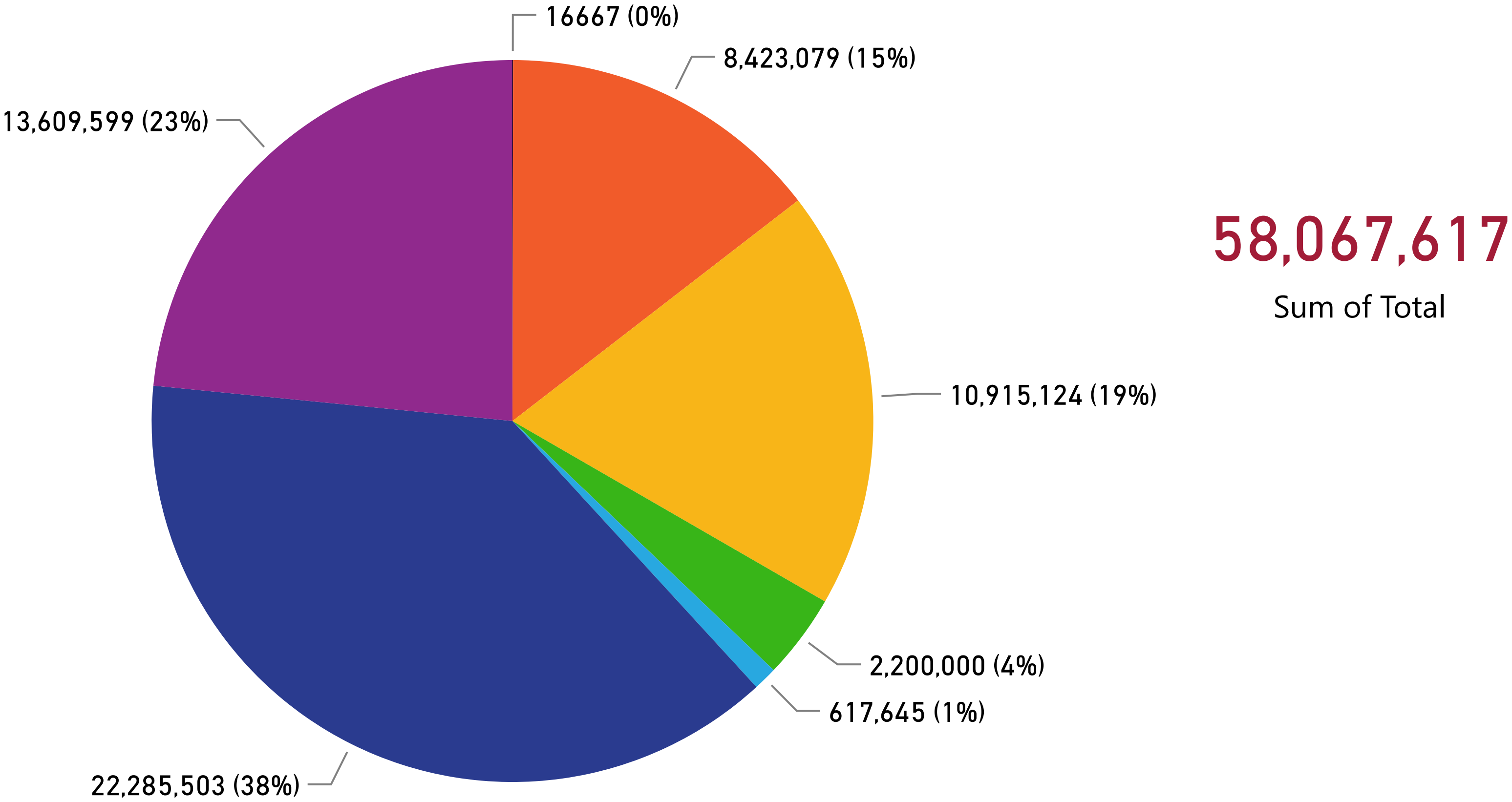




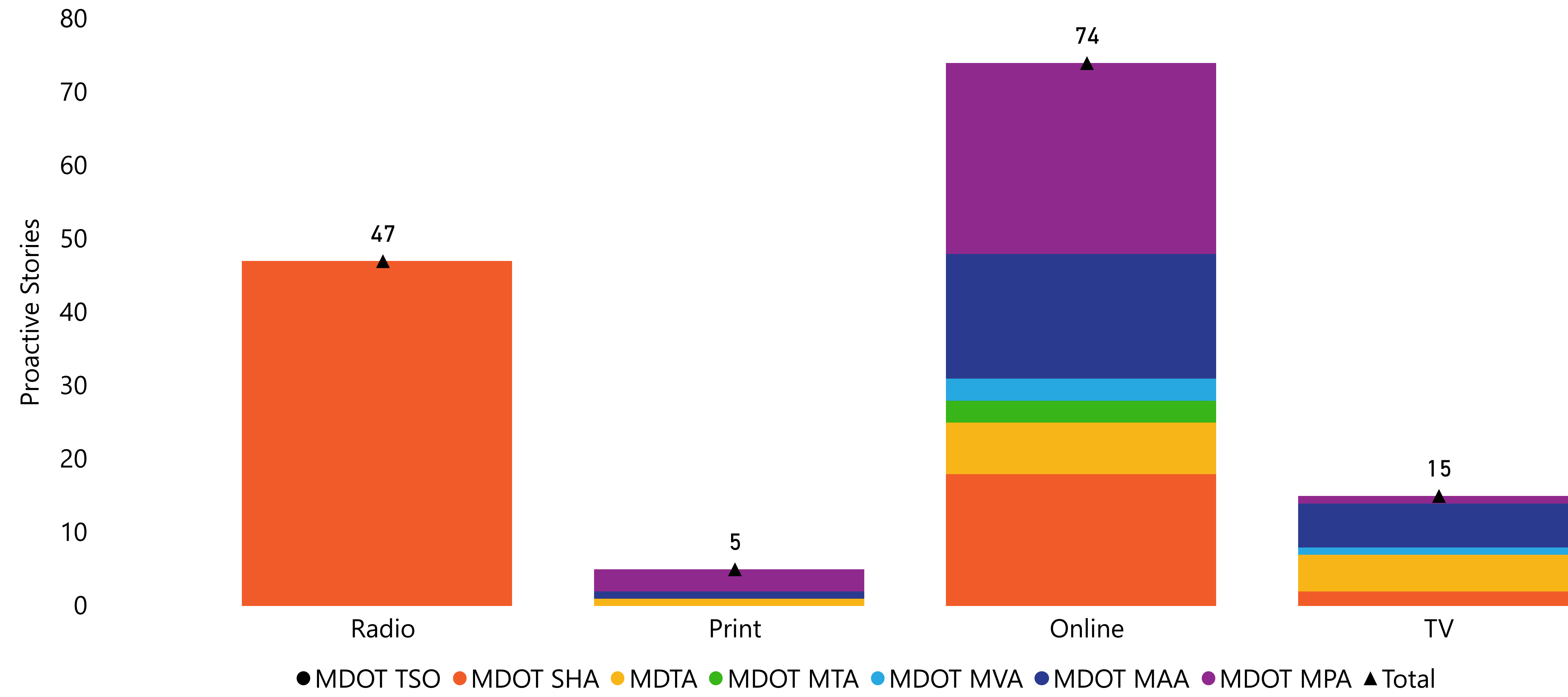
Chart 6.4A.1B: Reach of Proactive Pickups for Q3 2019



● MDOT TSO ● MDOT SHA ● MDTA ● MDOT MTA ● MDOT MVA ● MDOT MAA ● MDOT MPA

PM#6.4: Proactive Media

Chart 6.4A.2A: Type of Media that Picked Up Proactive Stories for Q2 2019



PM#6.4: Proactive Media

Chart 6.4A.2B: Type of Media that Picked Up Proactive Stories for Q3 2019

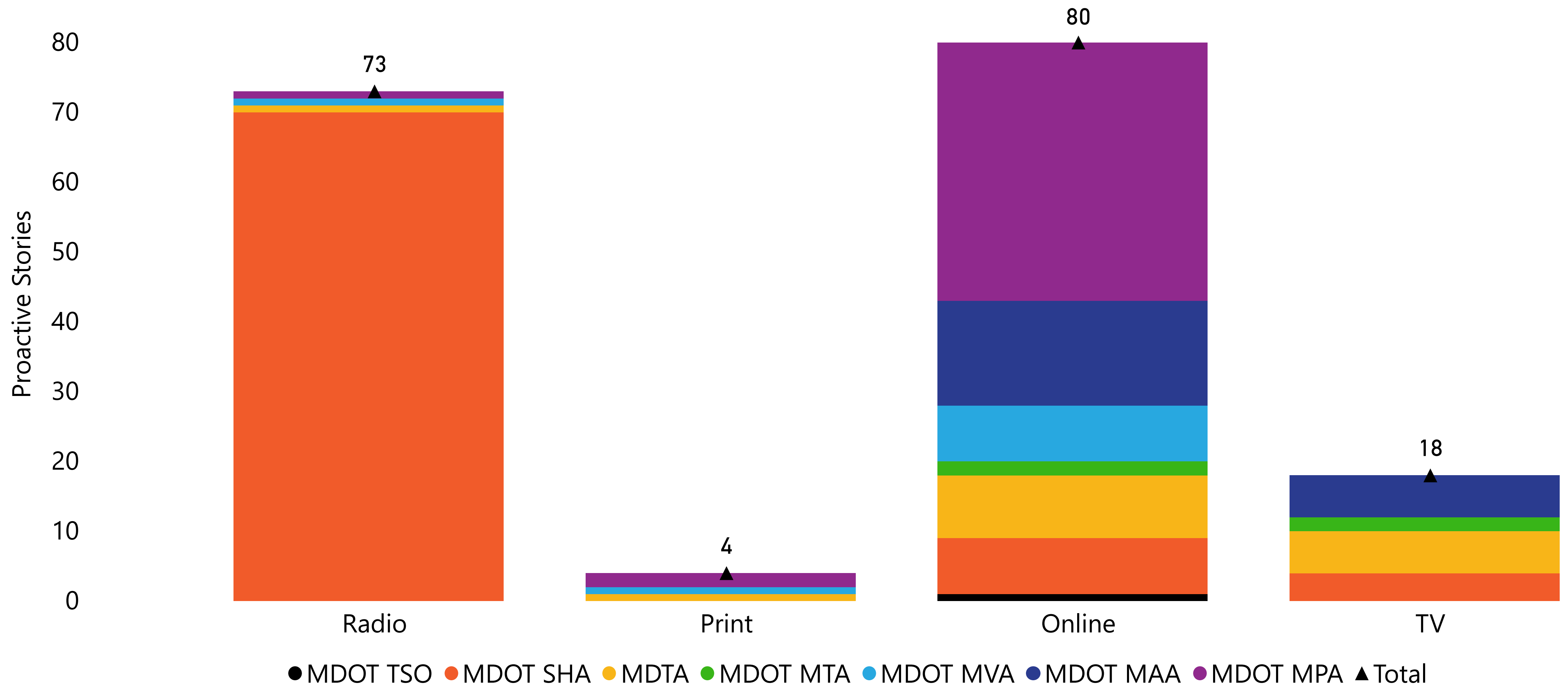


Chart 6.4B.1A: Reach for MDOT Produced Proactive Content for Q2 2019

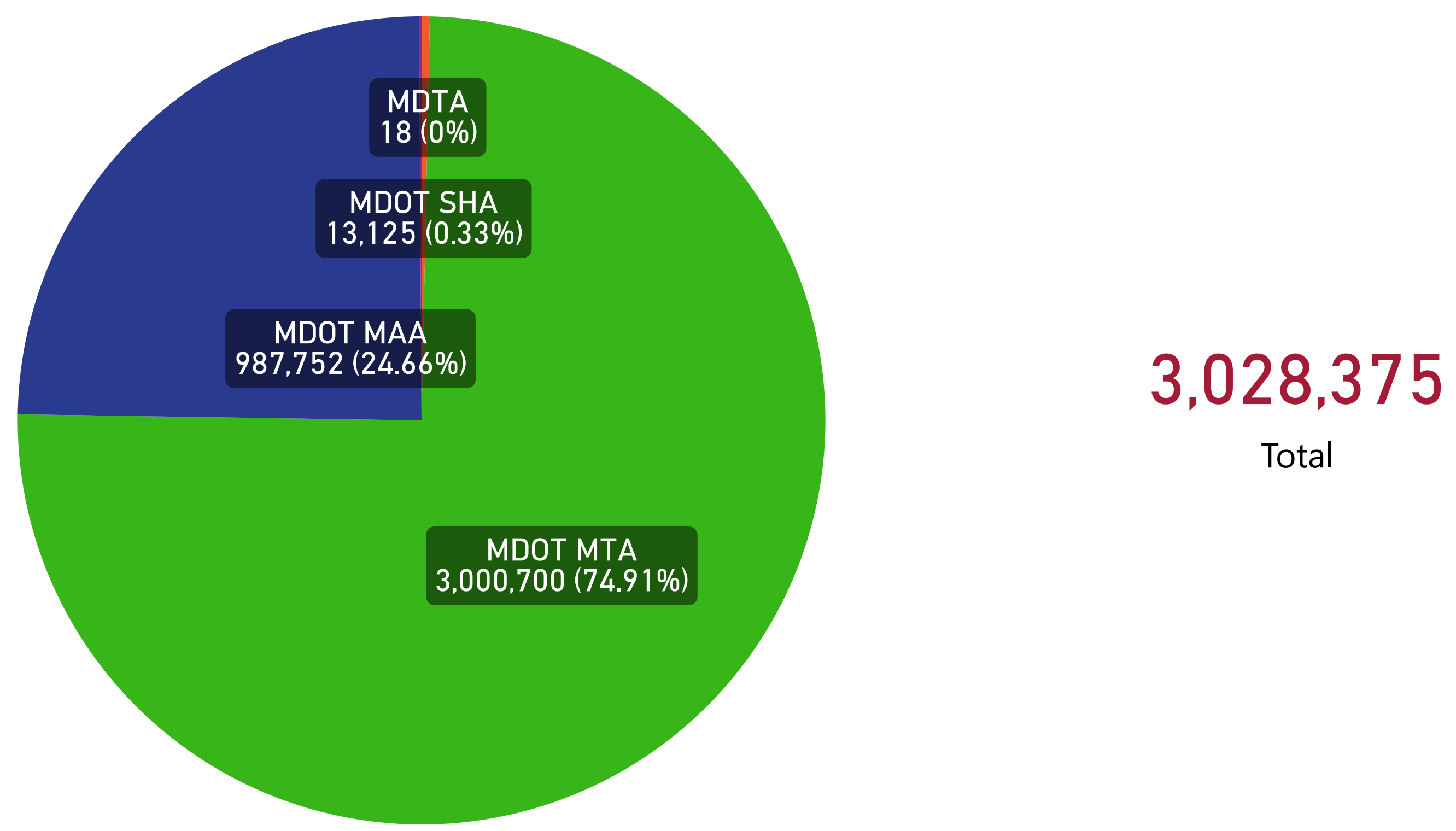
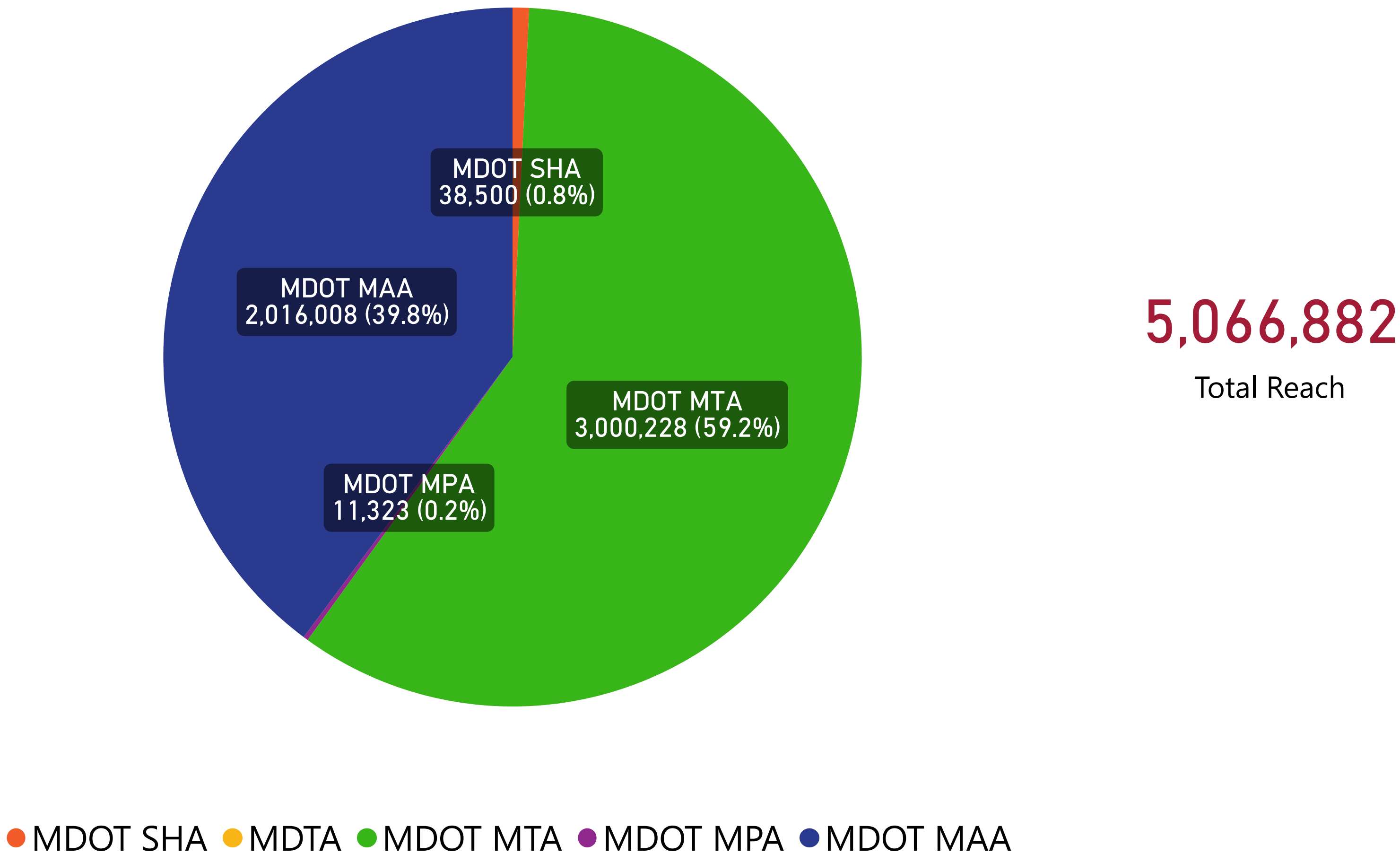


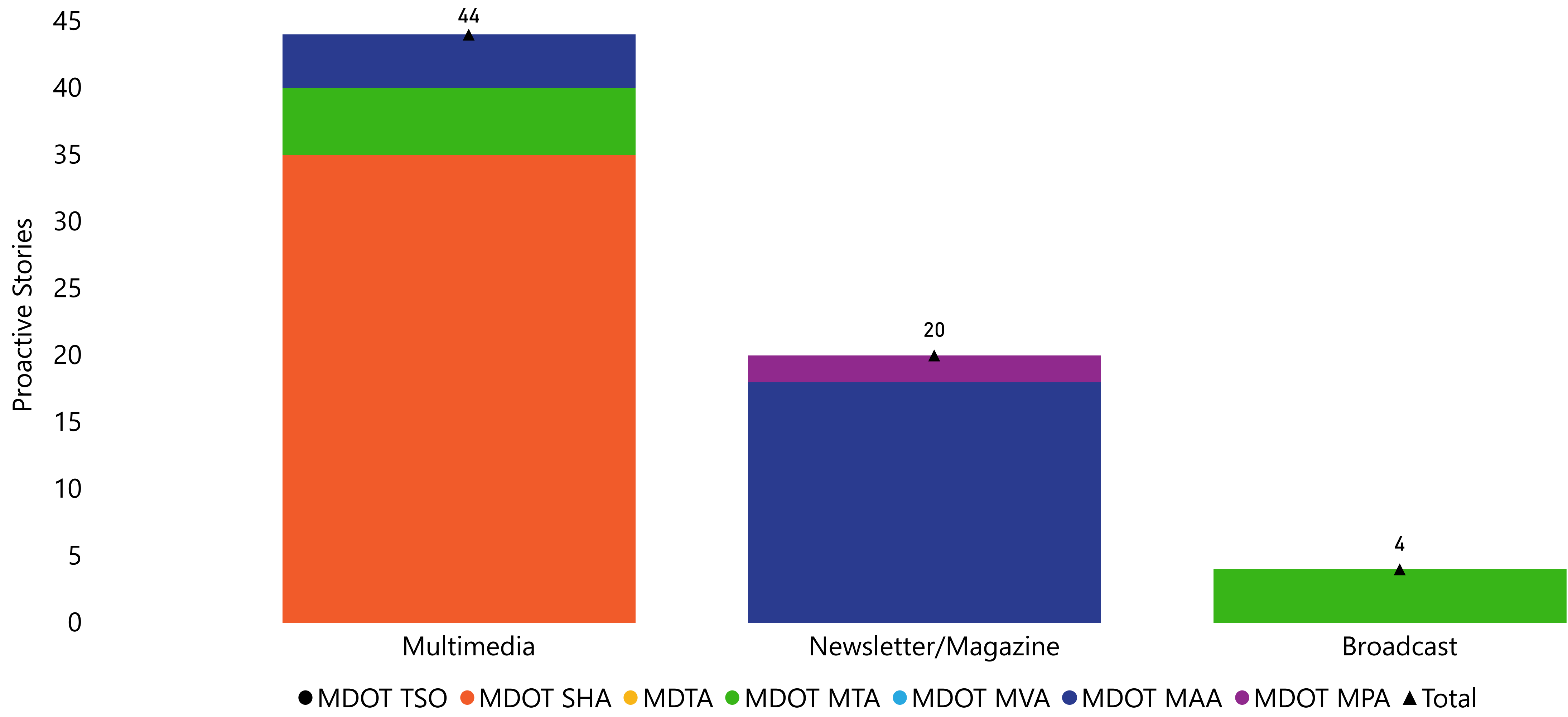


Chart 6.4B.1B: Reach for MDOT Produced Proactive Content for Q3 2019



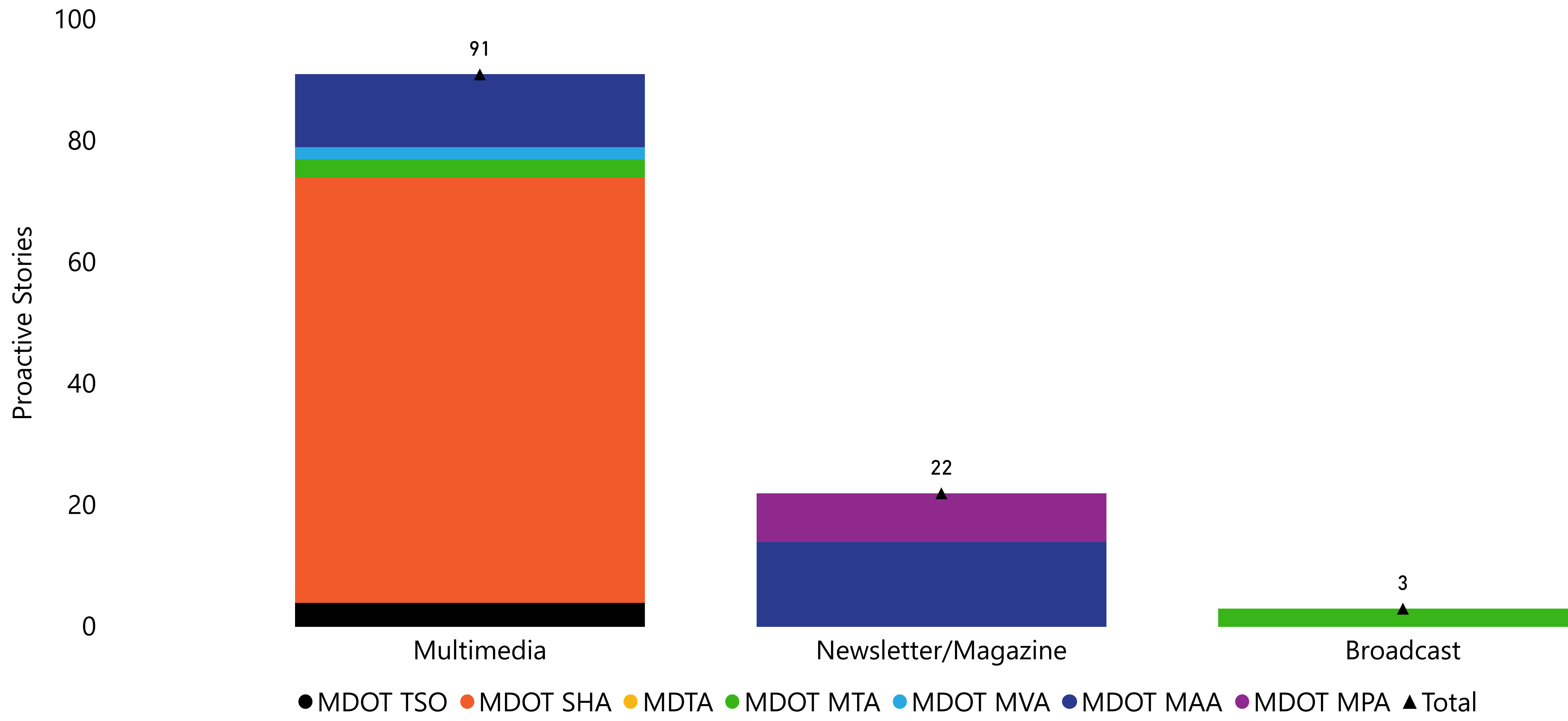
PM#6.4: Proactive Media

Chart 6.4B.2A: Type of MDOT Produced Proactive Content for Q2 2019



PM#6.4: Proactive Media

Chart 6.4B.2B: Type of MDOT Produced Proactive Content for Q3 2019



PM#6.4: Proactive Media

Chart 6.4D.2 - Campaign Reach by Emotion

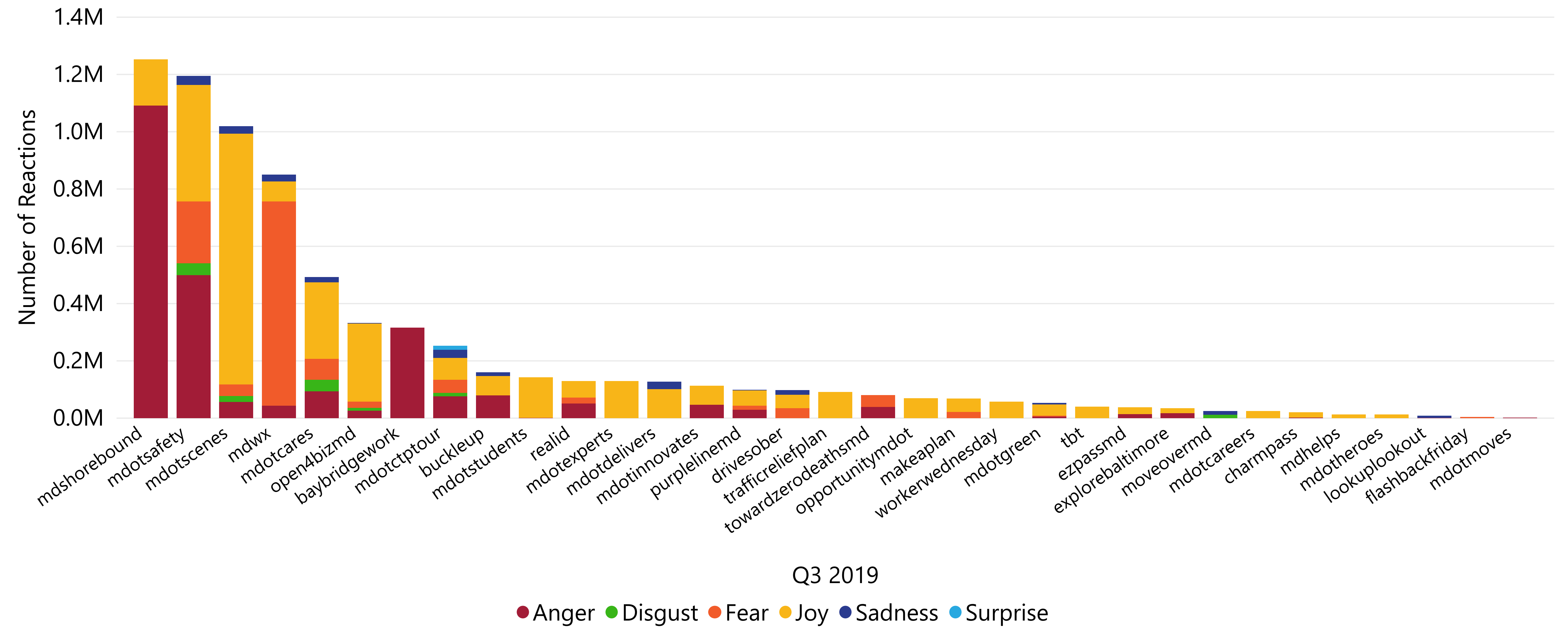


Chart 6.4D.3 - Campaigns by Emojis





PRESENTING:

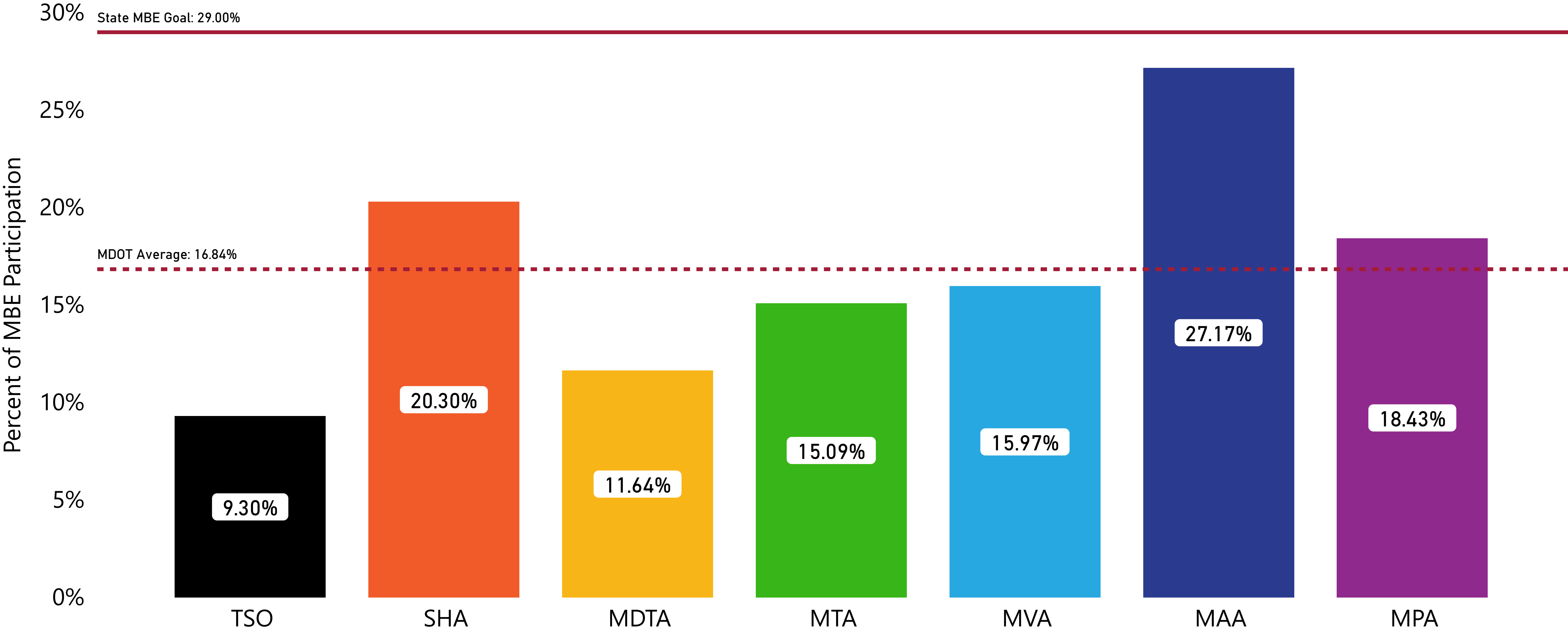
BE FAIR AND REASONABLE TO OUR PARTNERS

TANGIBLE RESULT #7

TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.1: Percent of MBE Participation Achieved by TBU

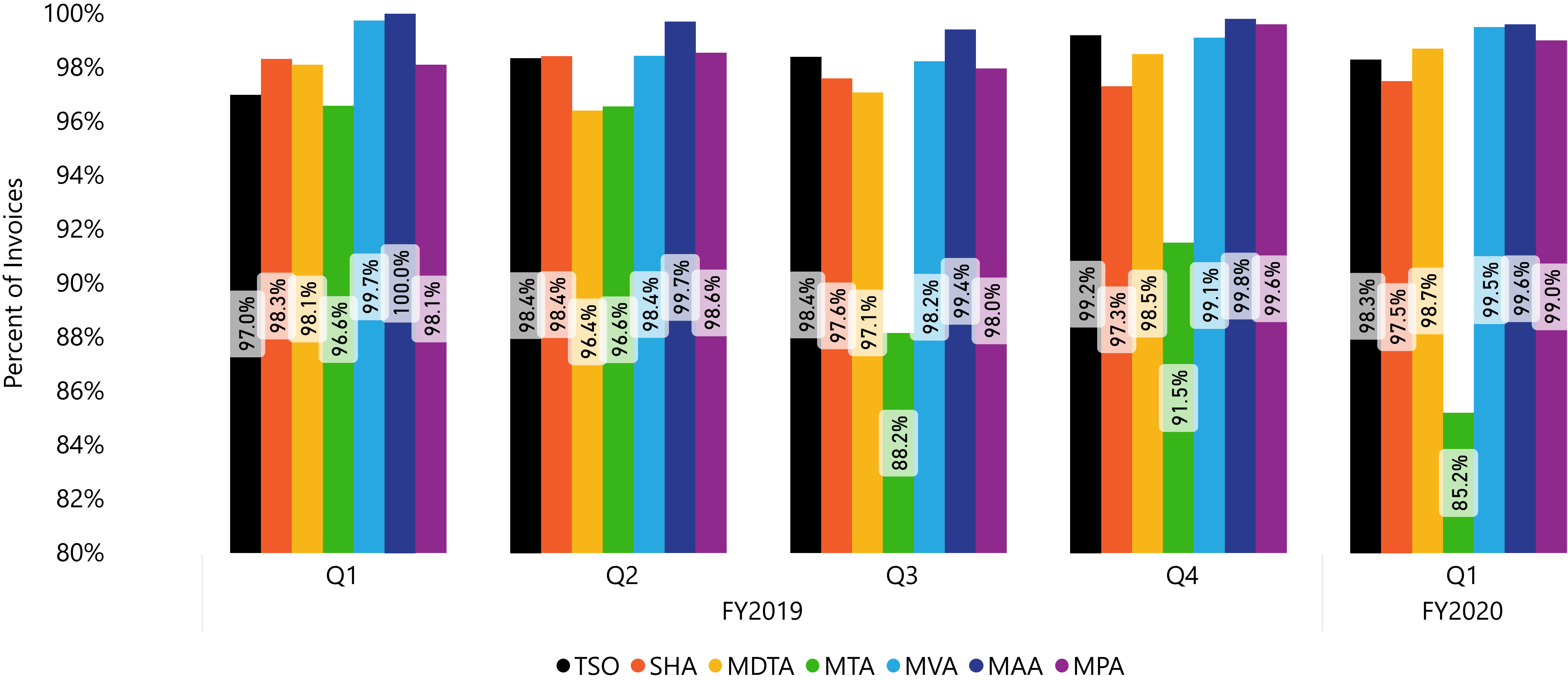
Chart 7.1.1: MBE Participation by TBU for FY 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

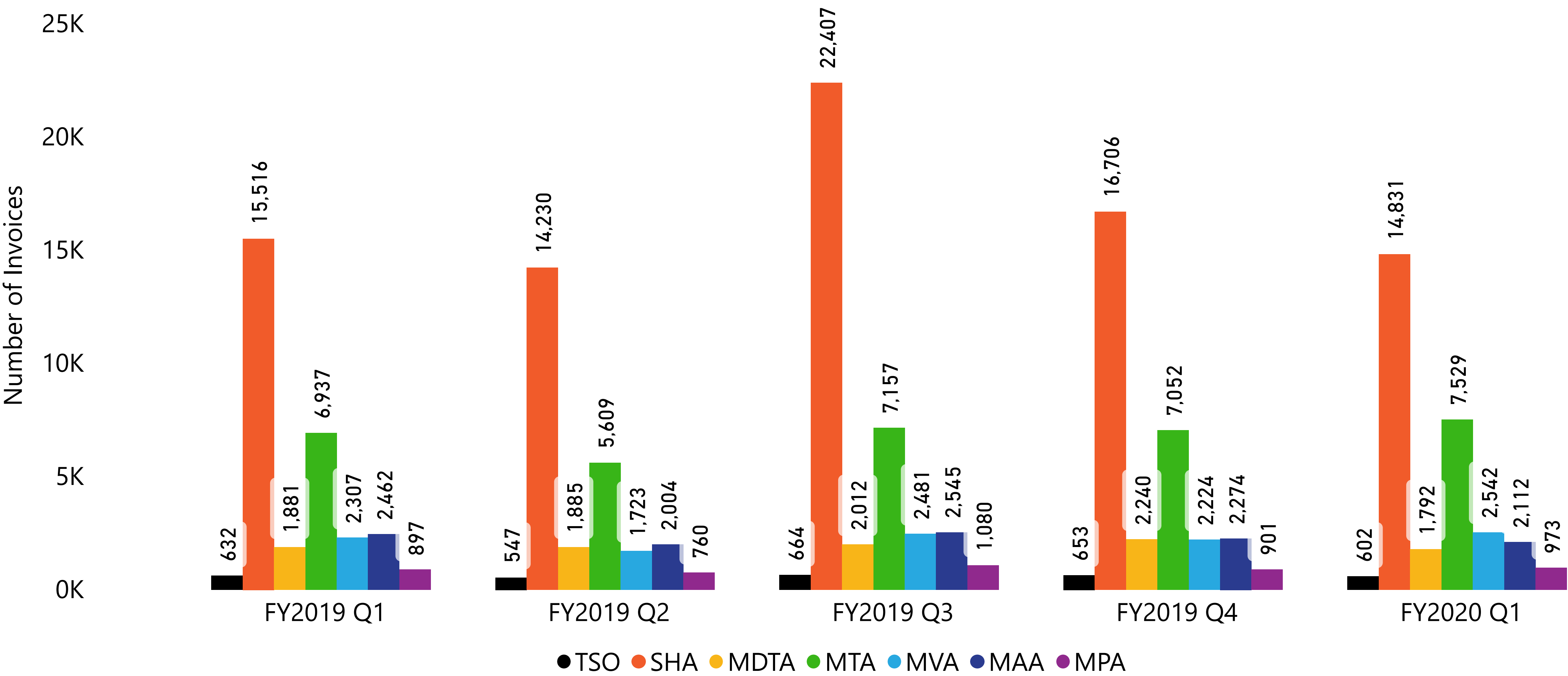
Chart 7.5.1: Percent of Invoices Properly Paid within 30 Days



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

Chart 7.5.2: Total Number of Invoices Paid



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

Chart 7.5.3: Total Number of Invoices by TBU

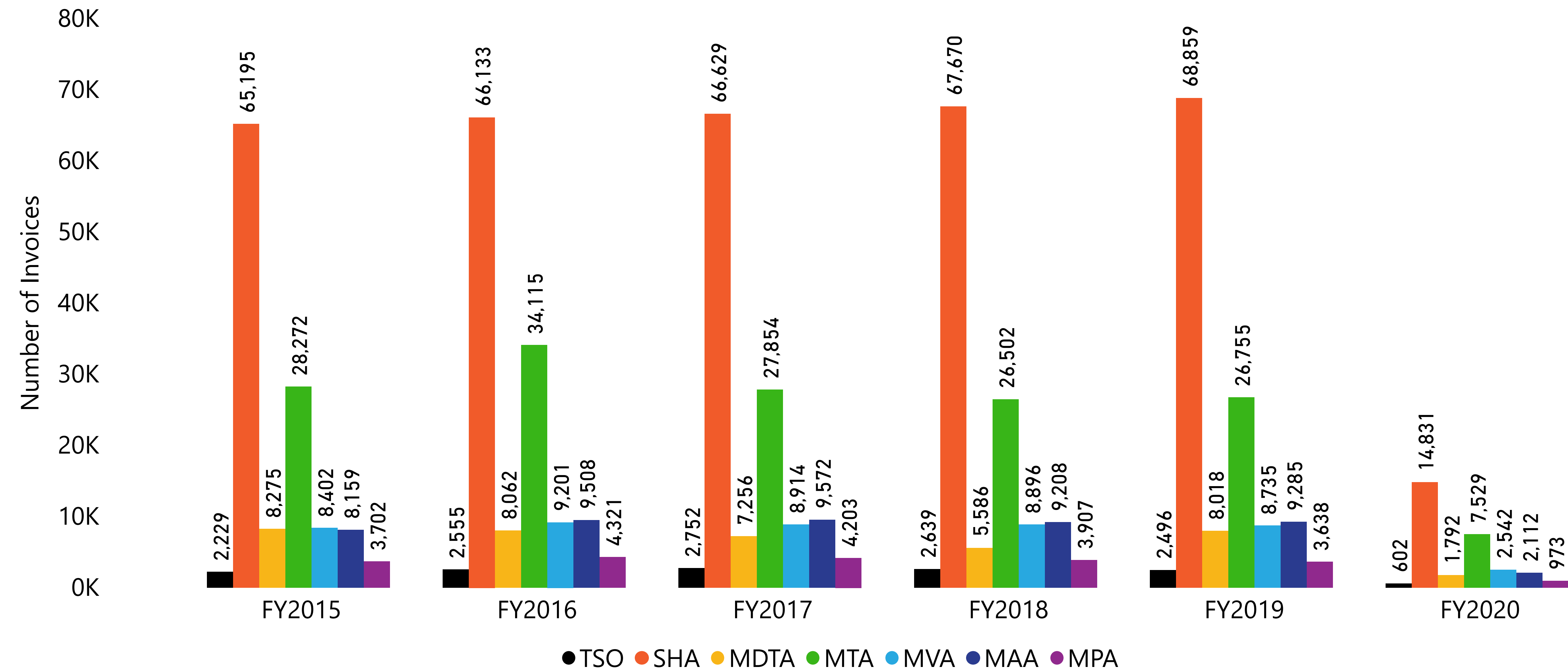


Chart 7.6.1: Running Twelve Month Procurement Protests by Quarter

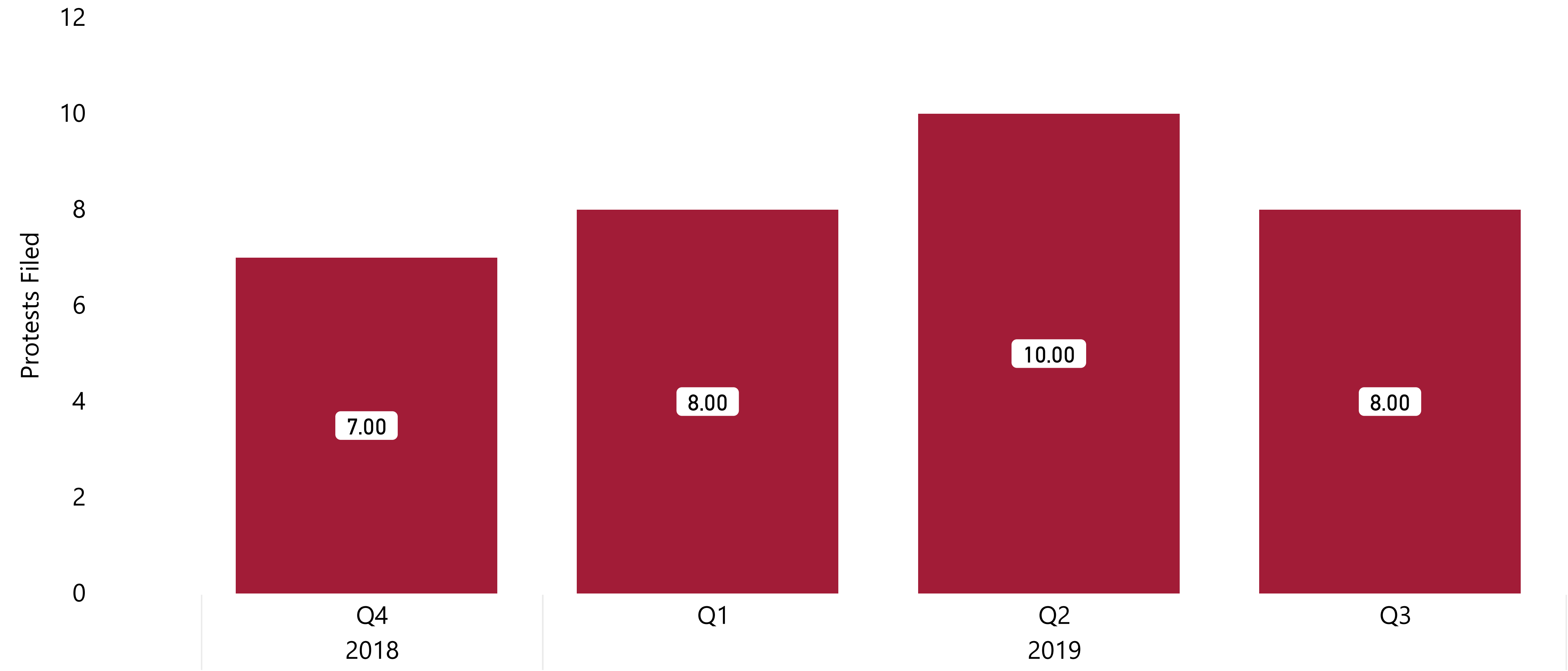
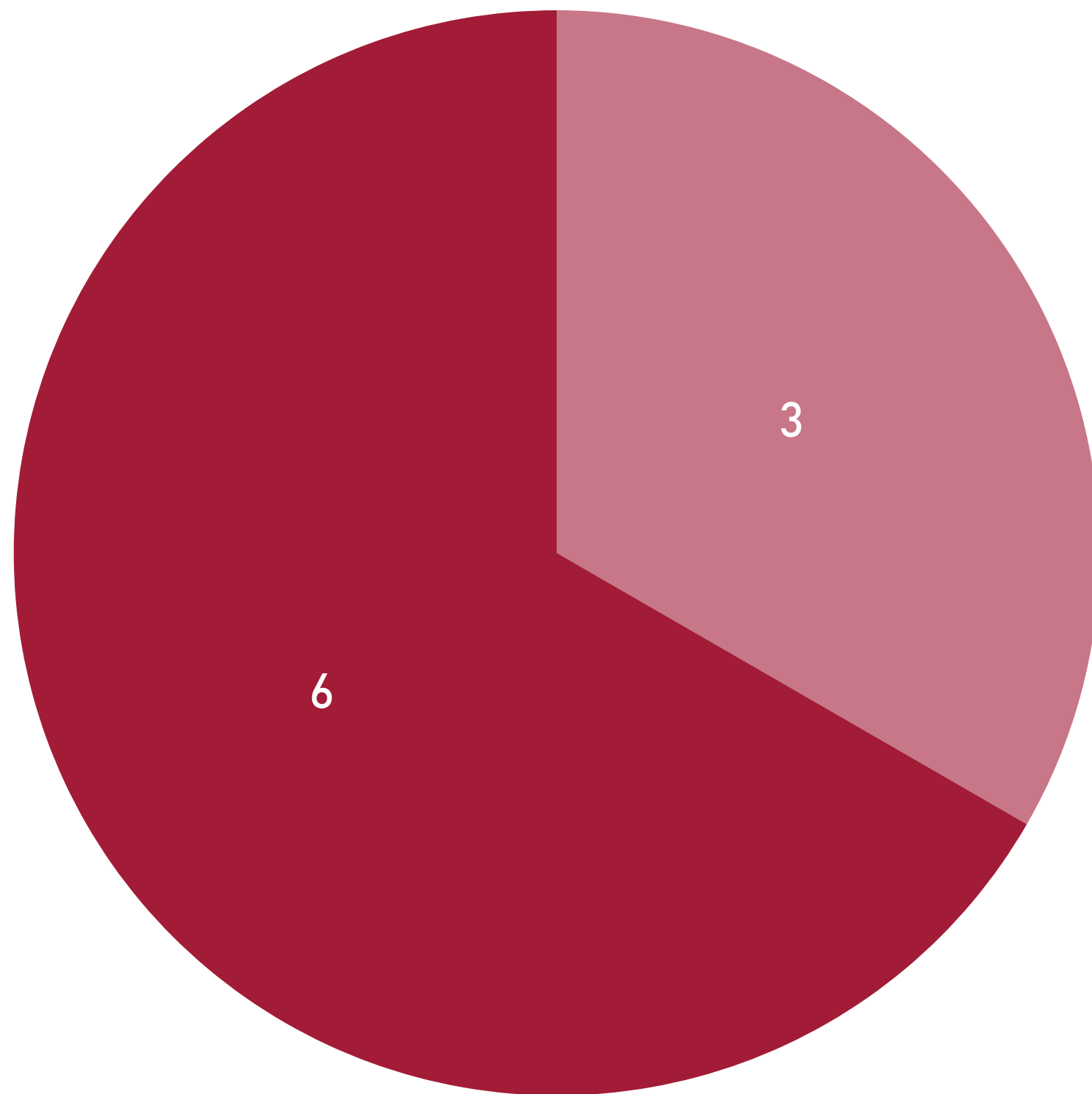
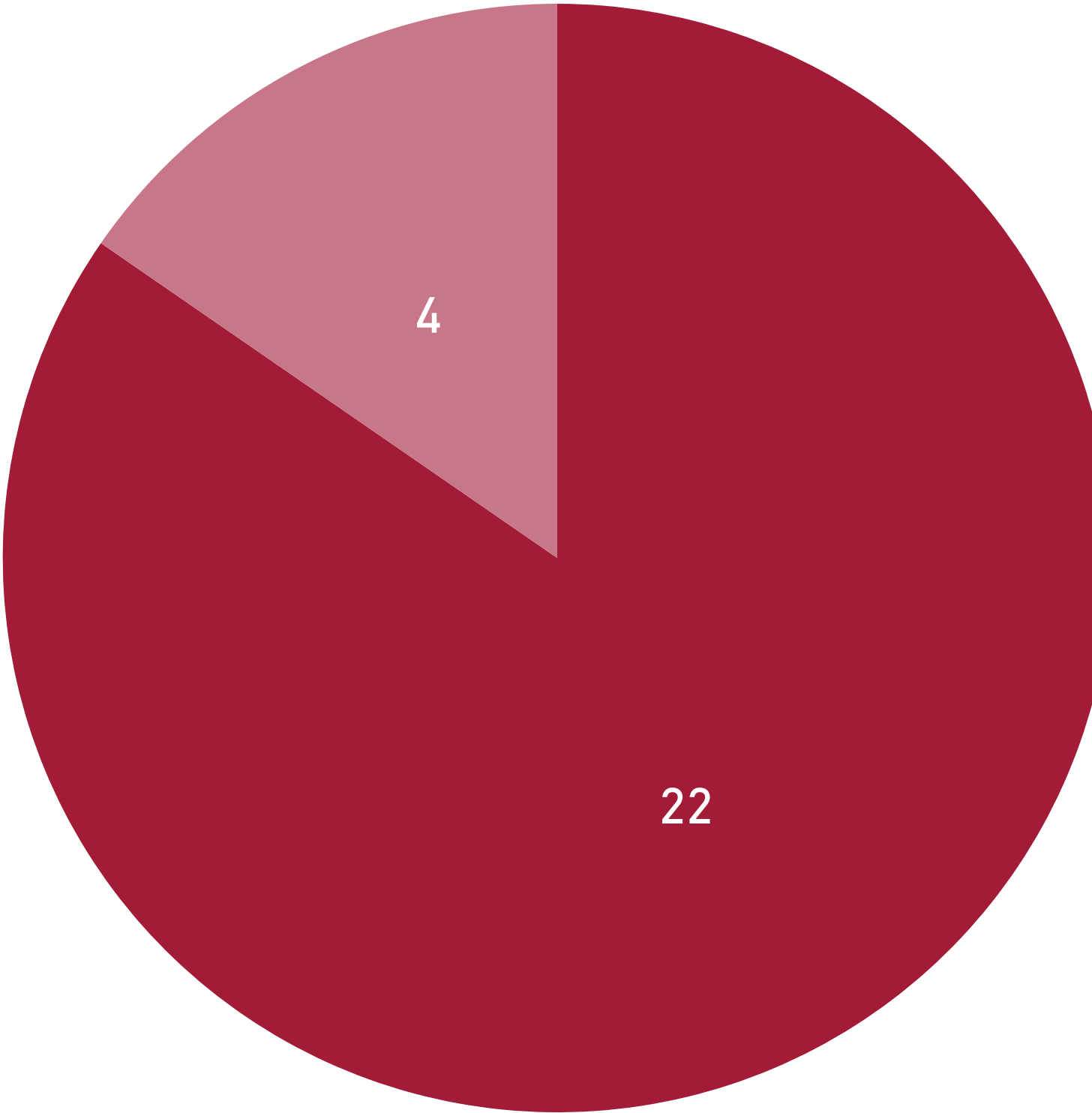


Chart 7.6.2: Protests Appealed/Not Appealed for Q3 2019



● Appealed ● Not Appealed

Chart 7.6.3: Protests Won/Lost/Pending for 2019 Q1-Q3



● Won ● Pending ● Lost



PRESENTING:

BE A GOOD NEIGHBOR

TANGIBLE RESULT #8

Chart 8.3.1: Speeding Violations by TBU

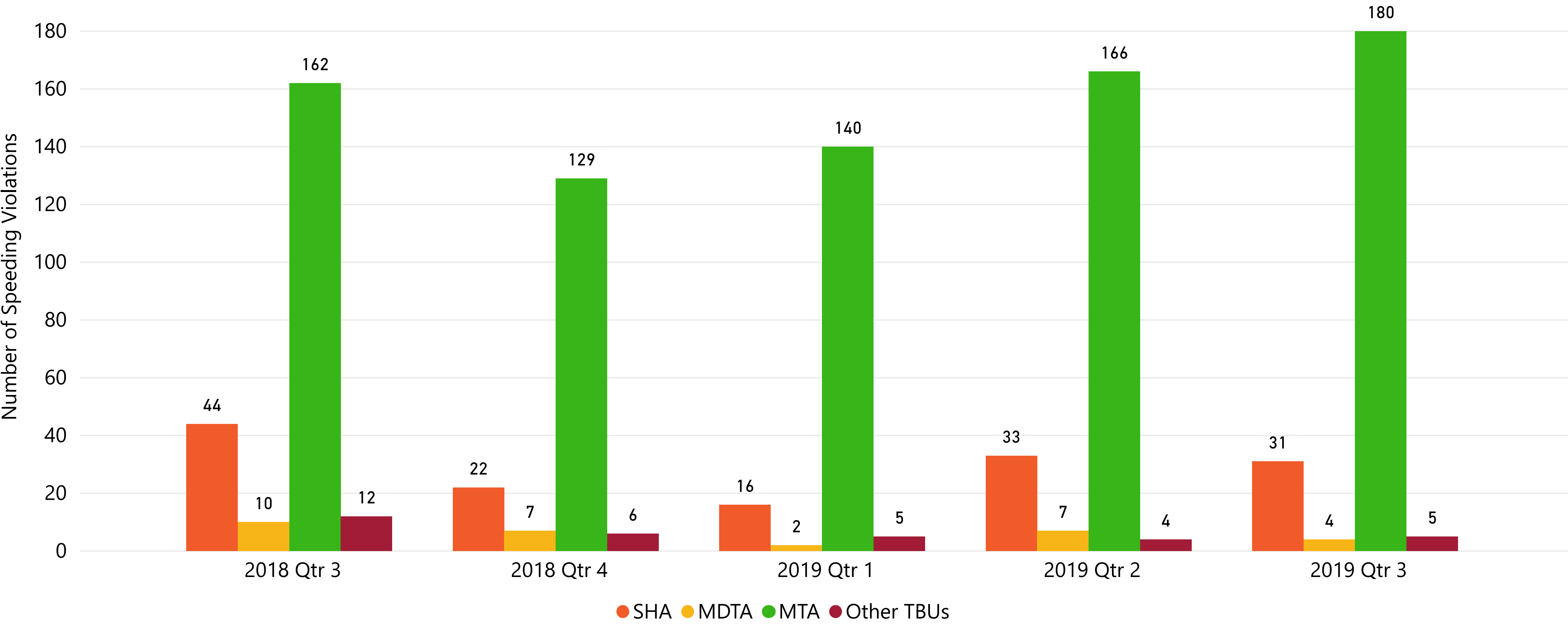


Chart 8.3.2: Red Light Camera Violations by TBU

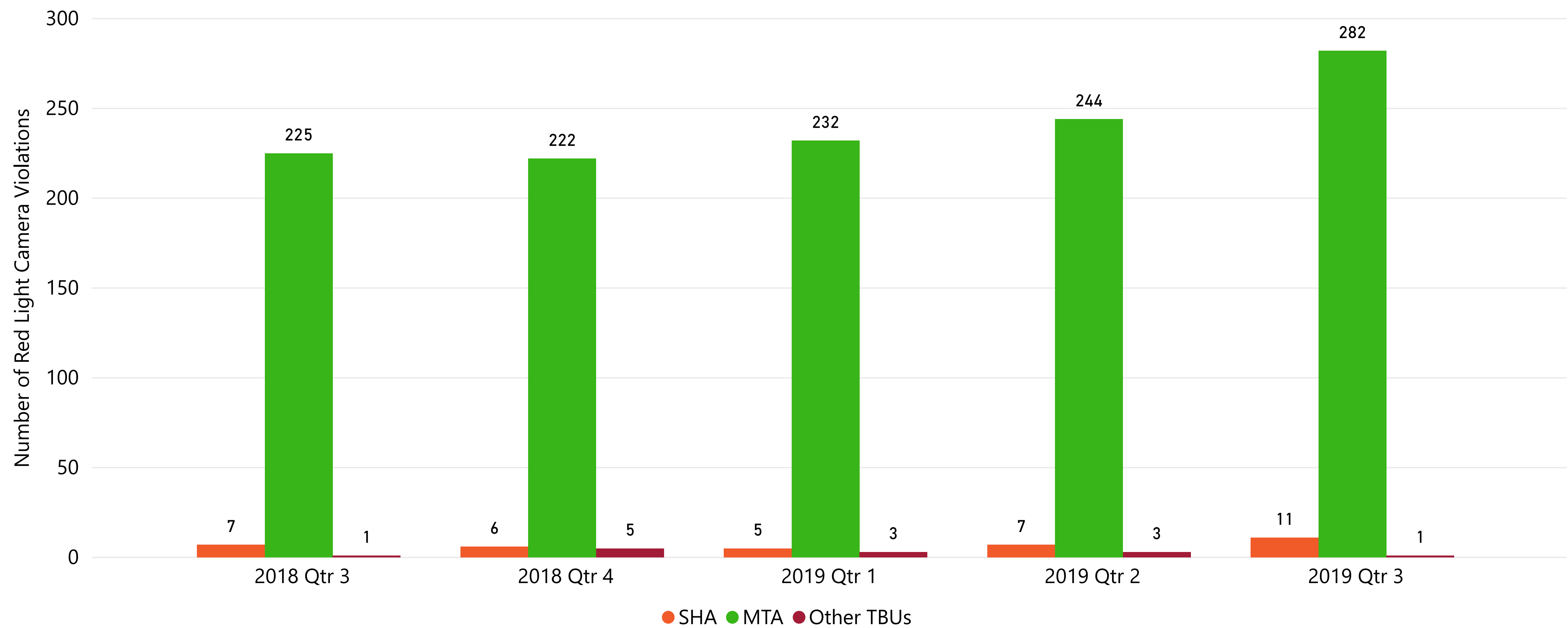
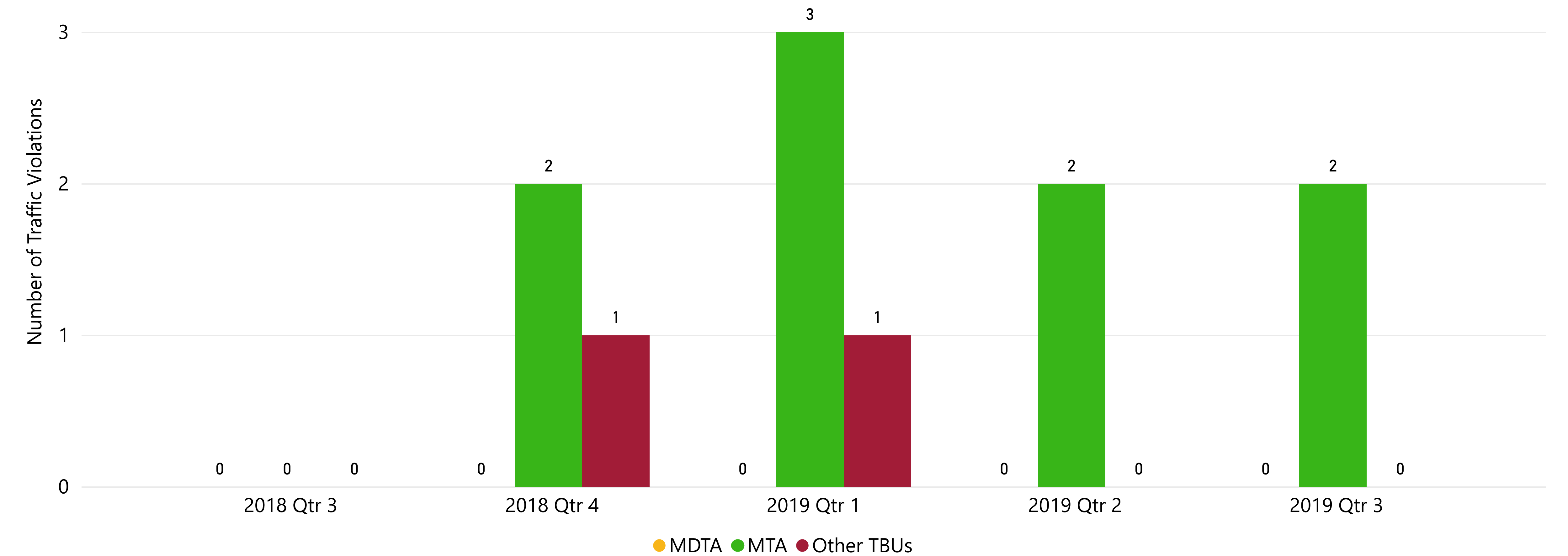


Chart 8.3.3: All Other Traffic Violations by TBU



TR#8: BE A GOOD NEIGHBOR

Maryland Charity Campaign





PRESENTING:

BE A GOOD STEWARD OF OUR ENVIRONMENT

TANGIBLE RESULT #9

TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.1: Water Quality

Chart 9.1B.1: Total Nitrogen Reduction

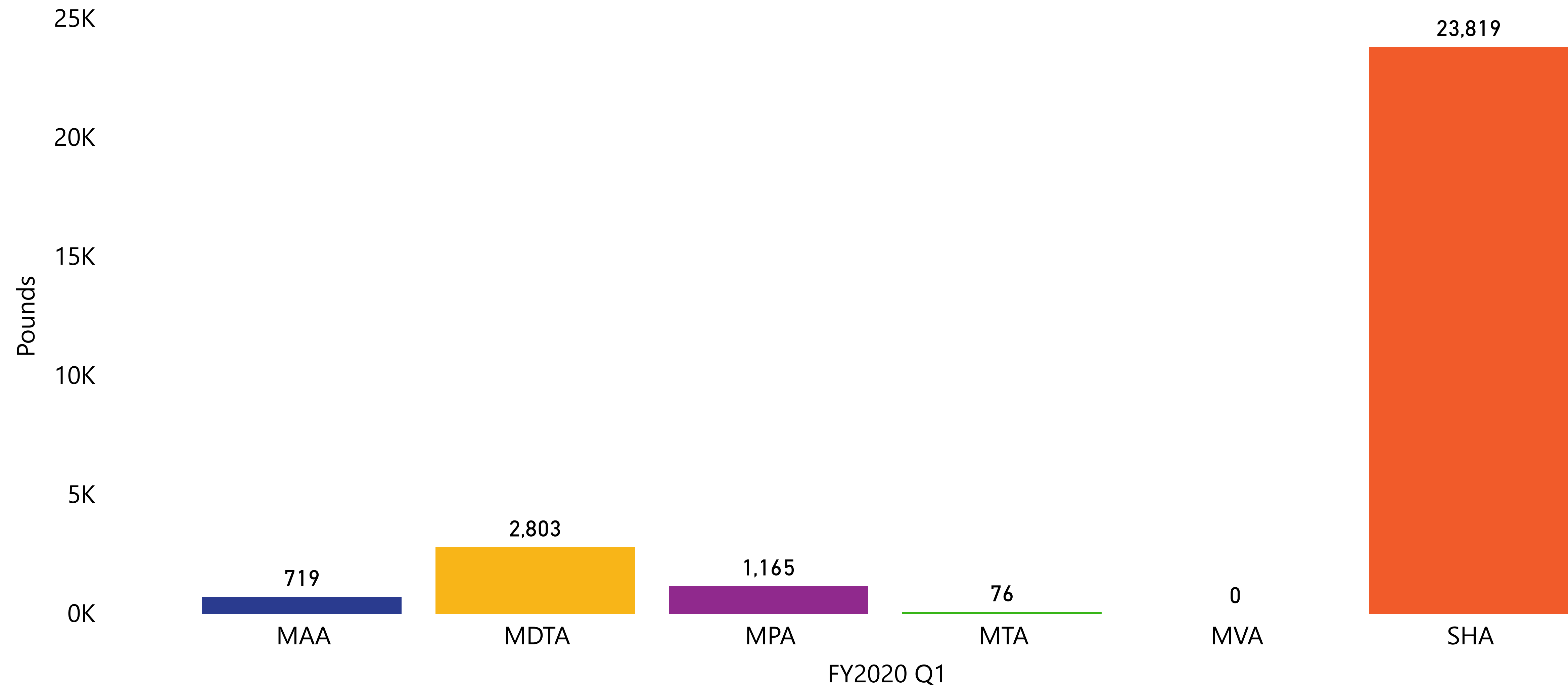
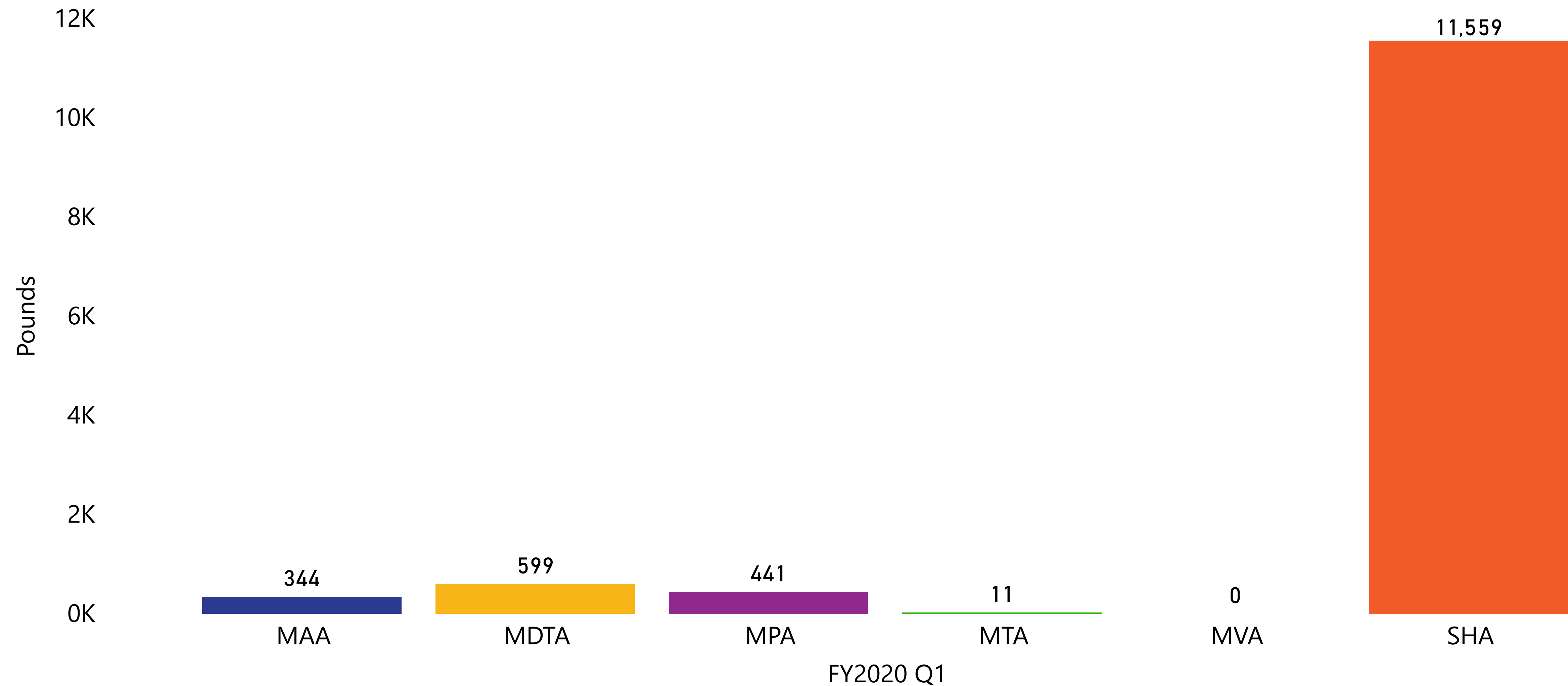


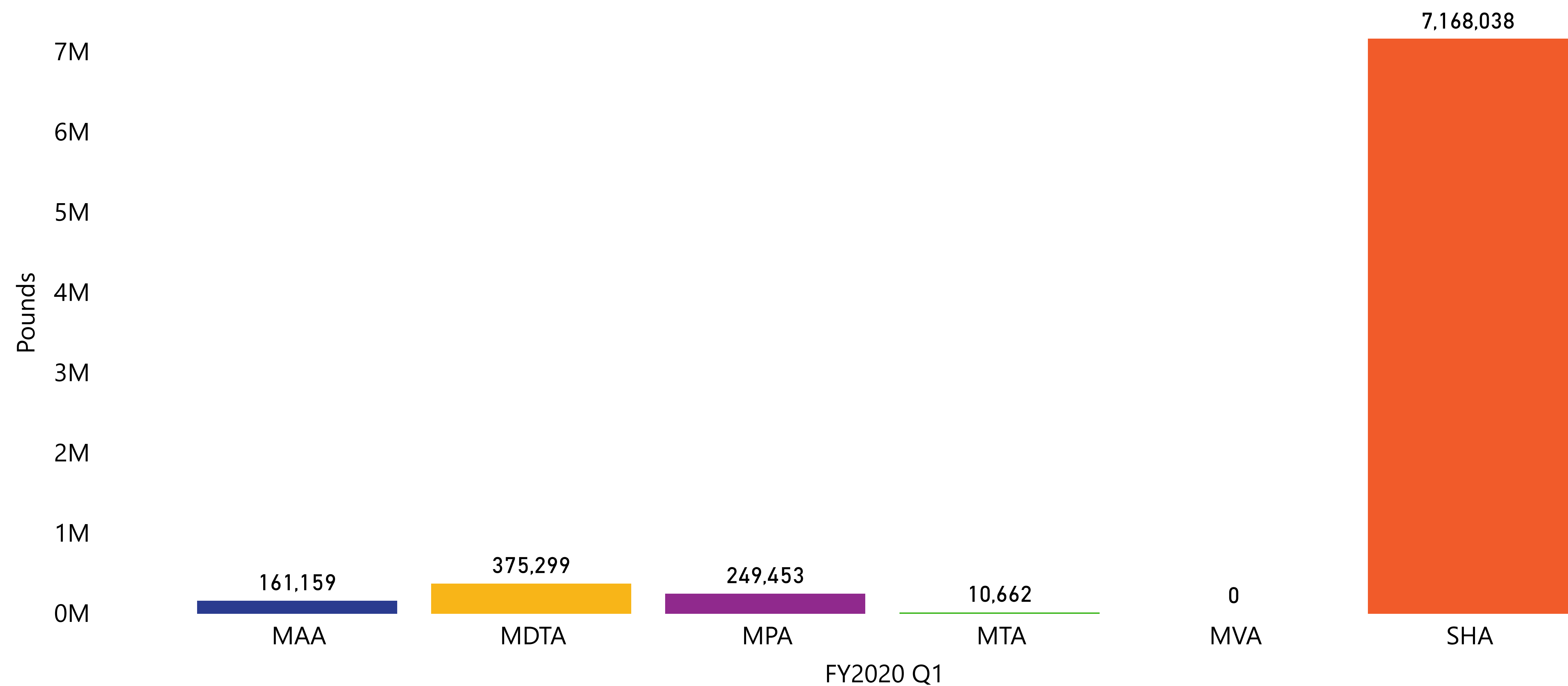
Chart 9.1B.2: Total Phosphorus Reduction



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.1: Water Quality

Chart 9.1B.3: Total Suspended Solids Reduction



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.2: Recycling and Waste Reduction

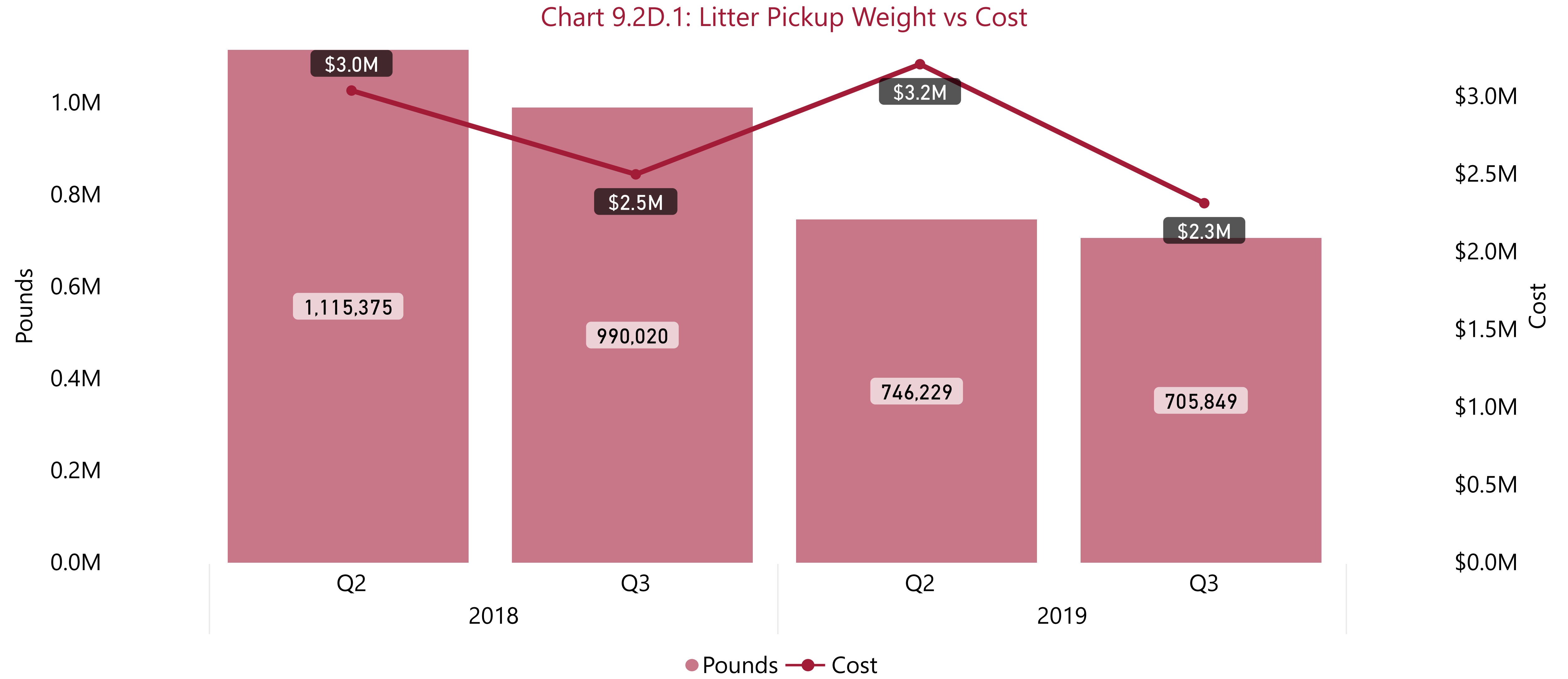


Chart 9.3B.1: Total Gallons of Fuel Consumed

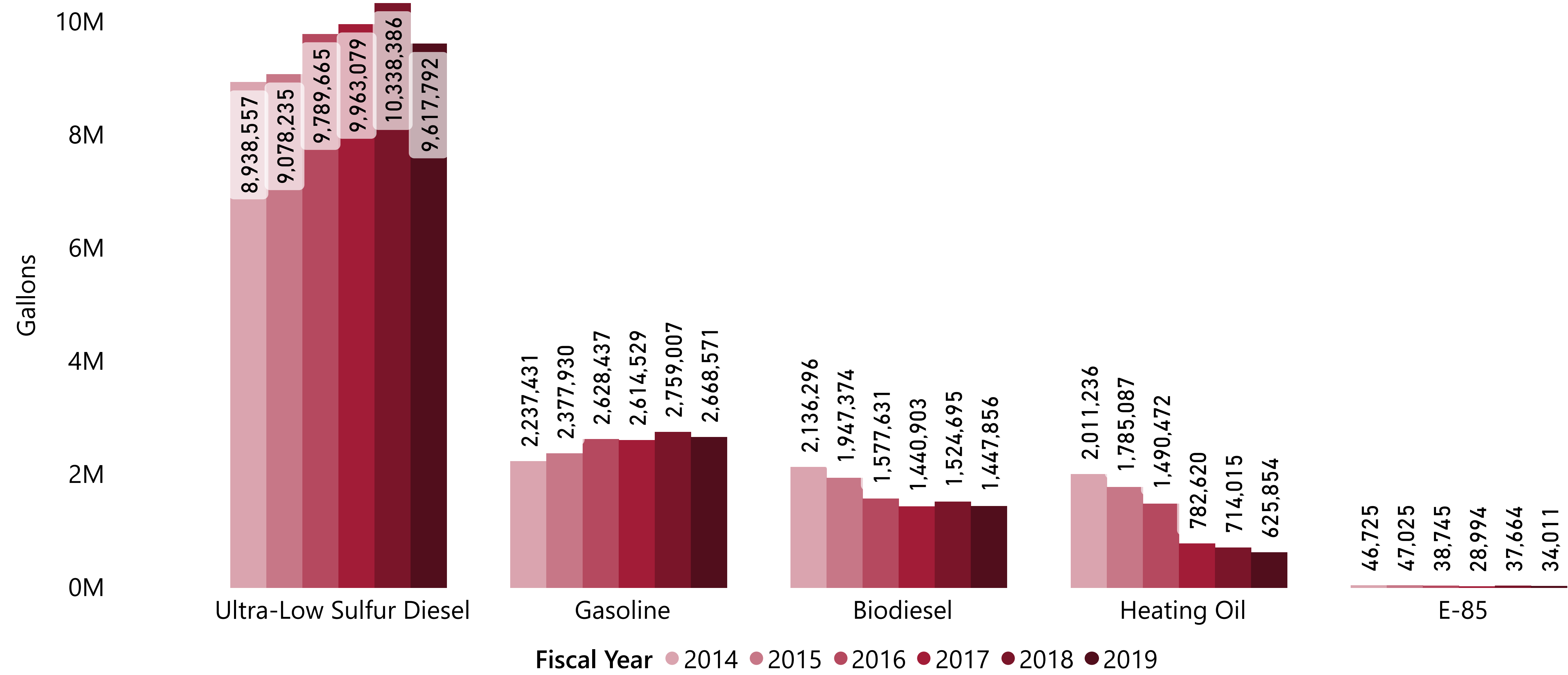


Chart 9.3C.1: Total MDOT Utility Generated Electricity Use & Cost

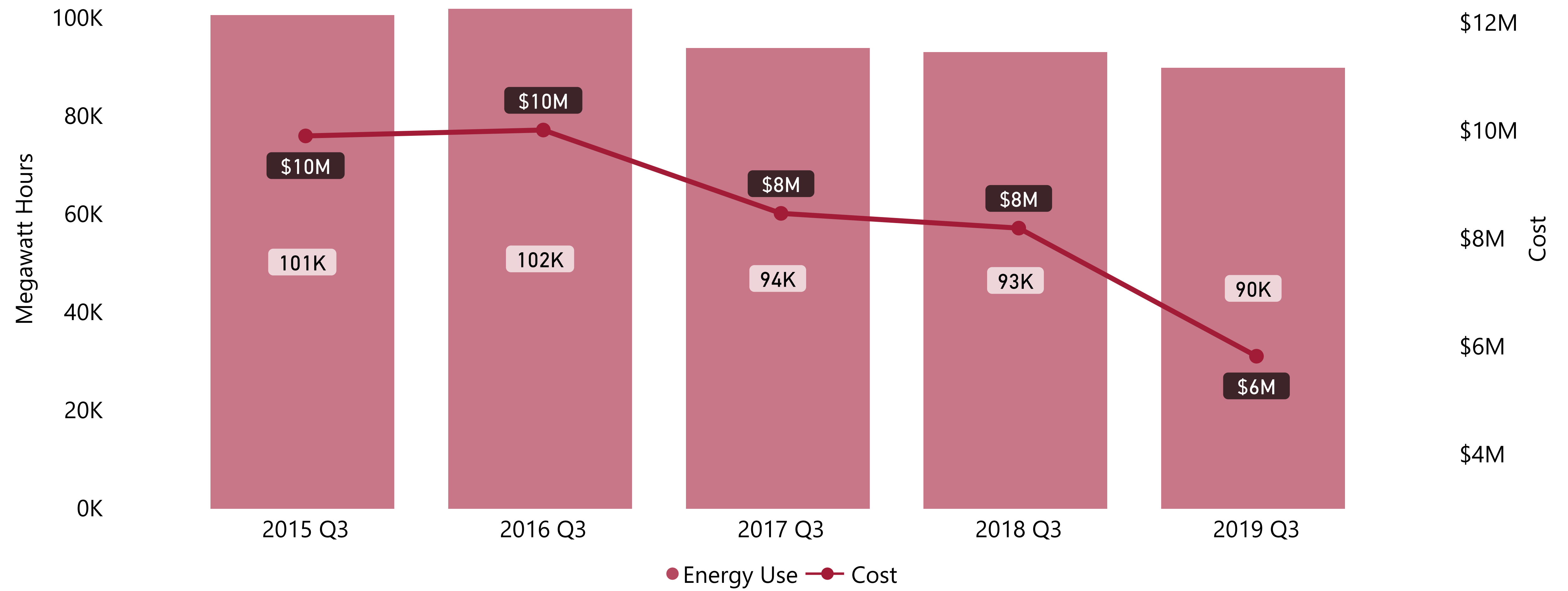


Chart 9.3D.1: Total MDOT Renewable Energy Generation & Cost Savings

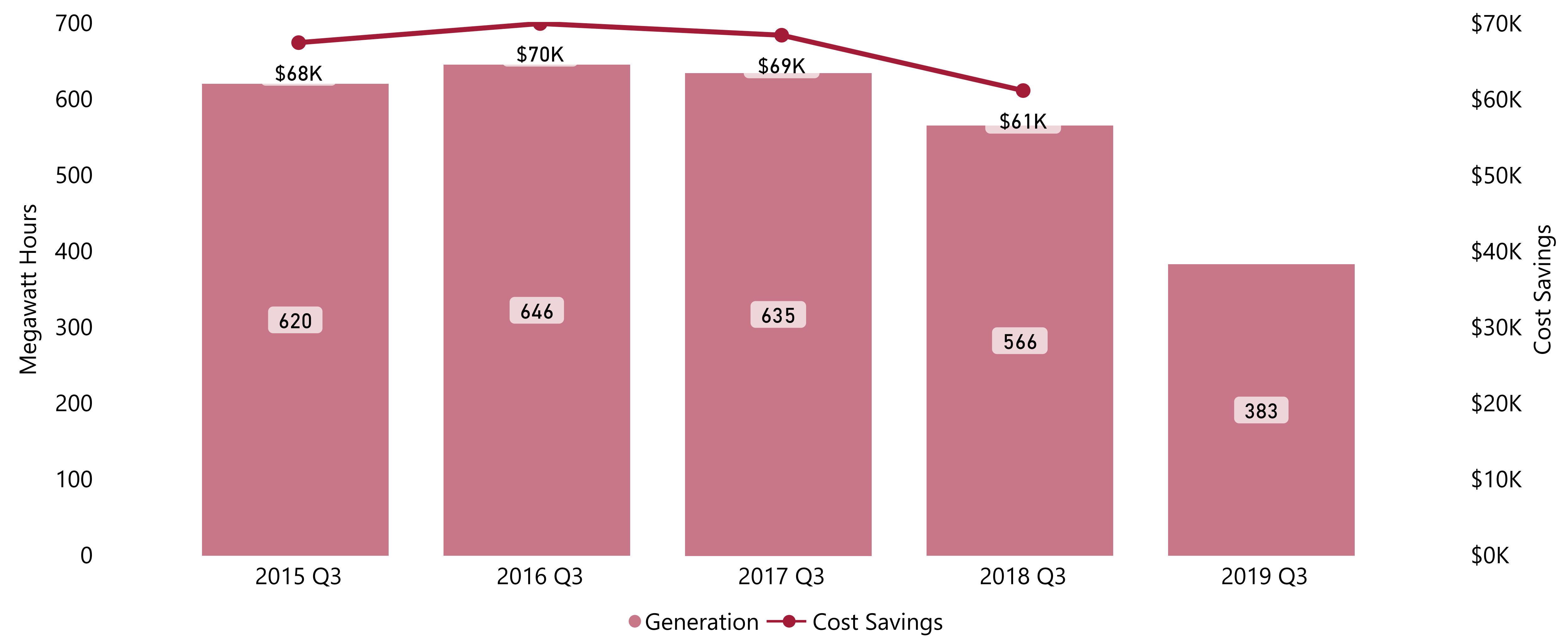


Chart 9.4A.1: Electric Vehicles Registered in Maryland

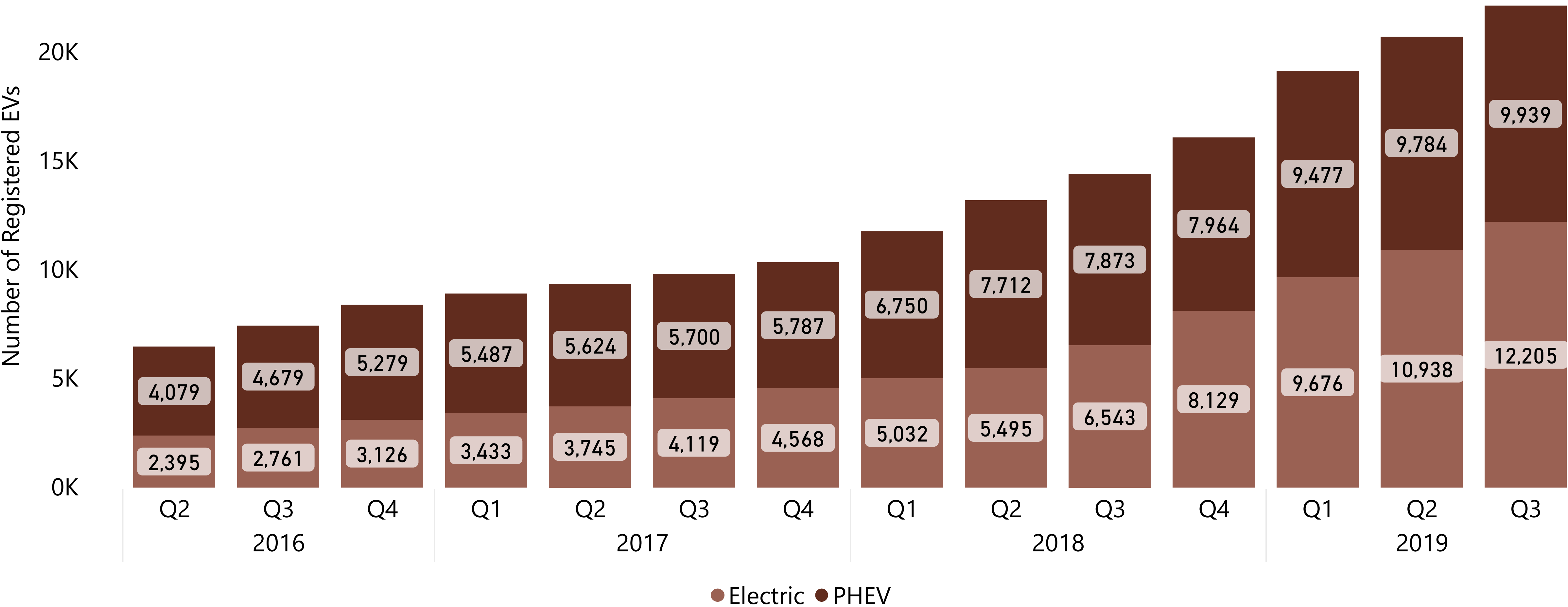


Chart 9.4A.2: Electric Vehicle Charging Outlets

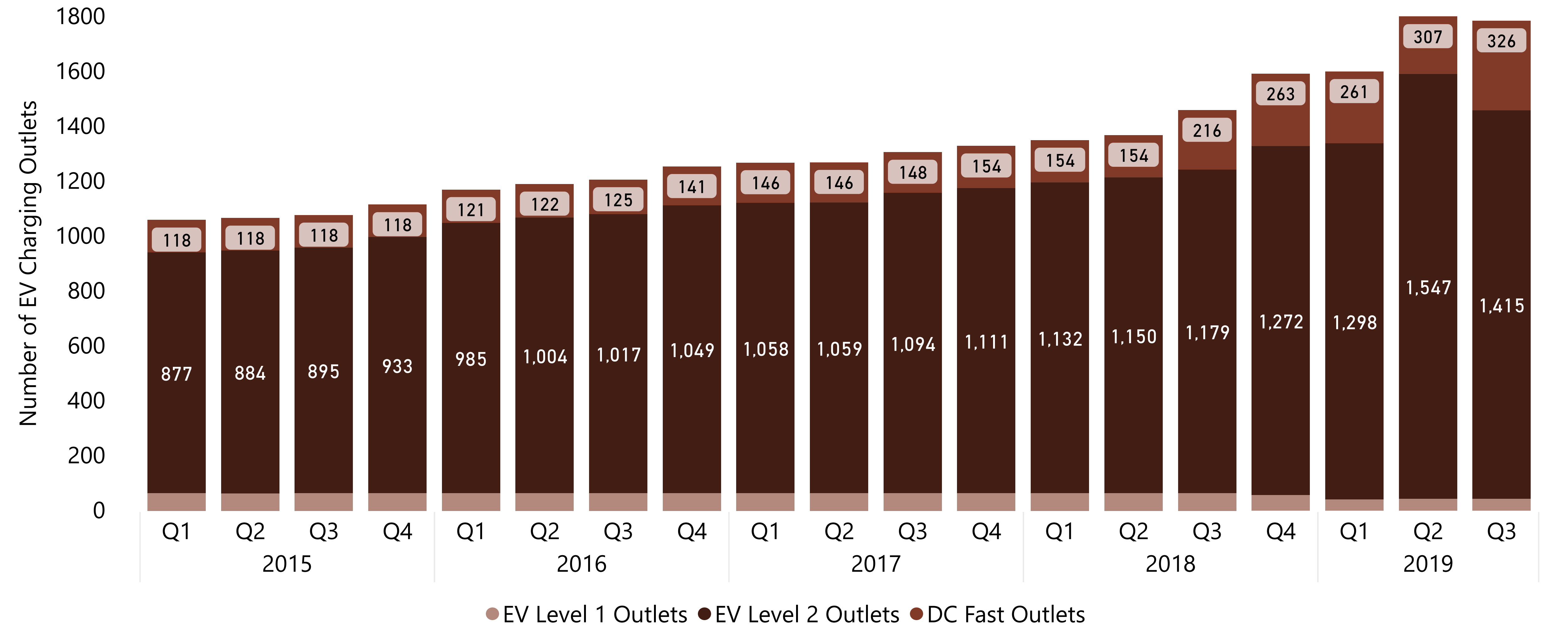


Chart 9.4B.1: CO2 Emissions by Fuel Type

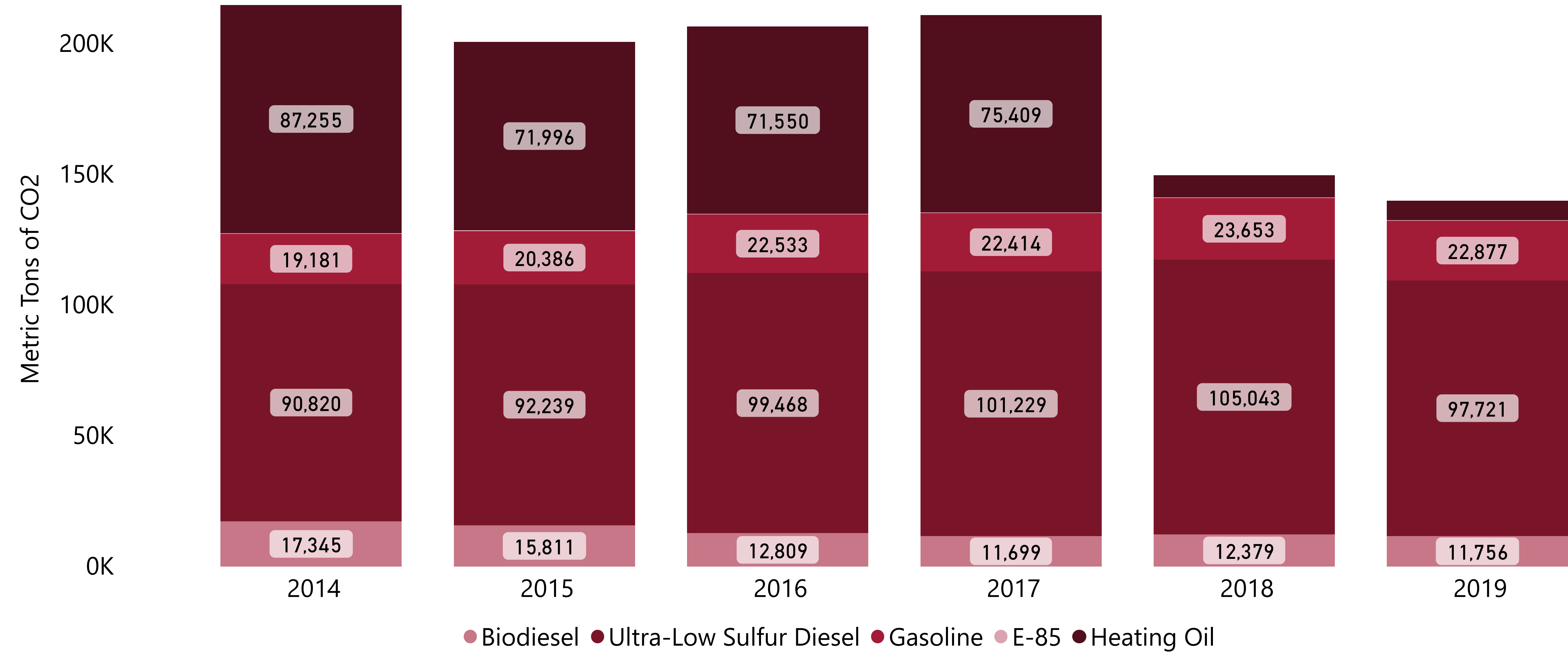
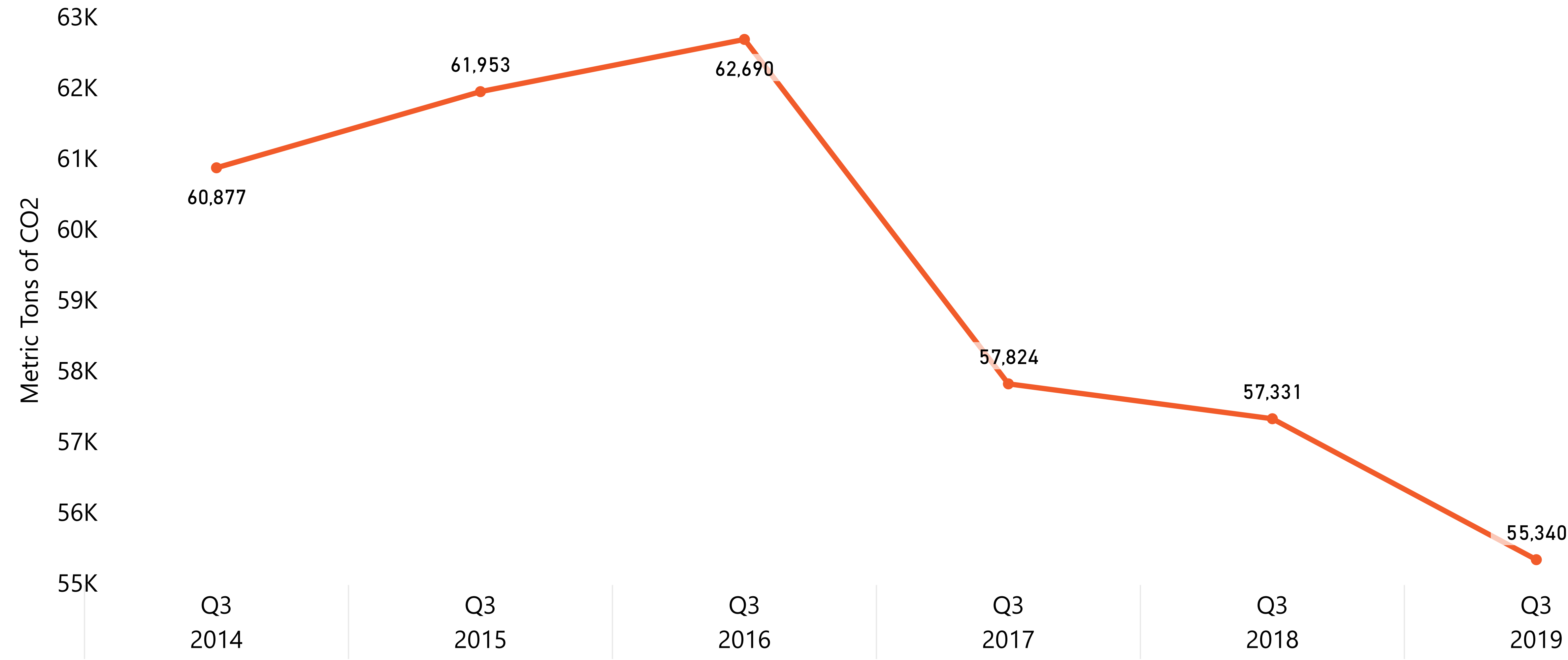


Chart 9.4B.2: CO2e Emissions from Electricity Use





PRESENTING:

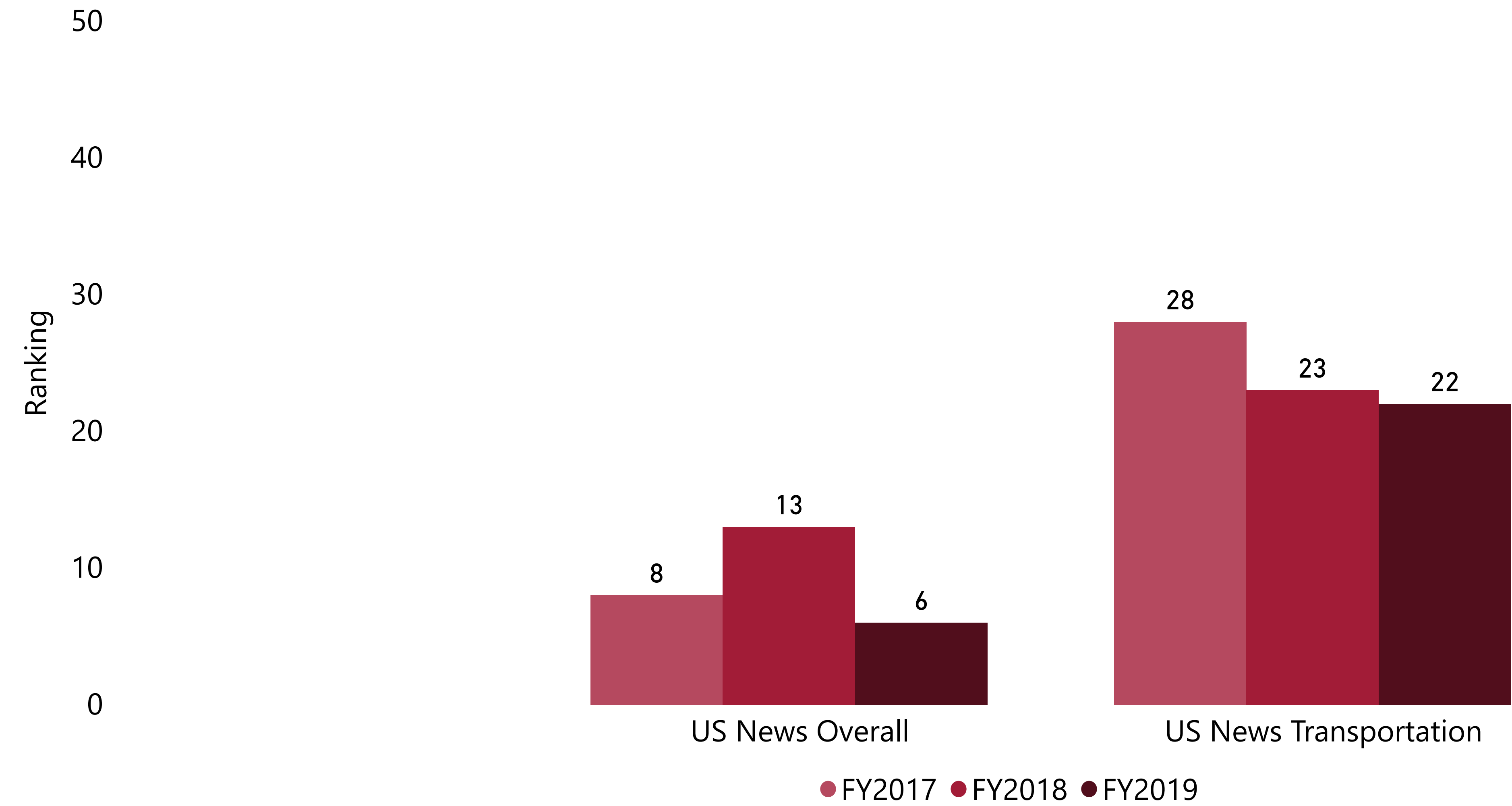
FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

TANGIBLE RESULT #10

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.2: Ranking in National Transportation Infrastructure Assessment

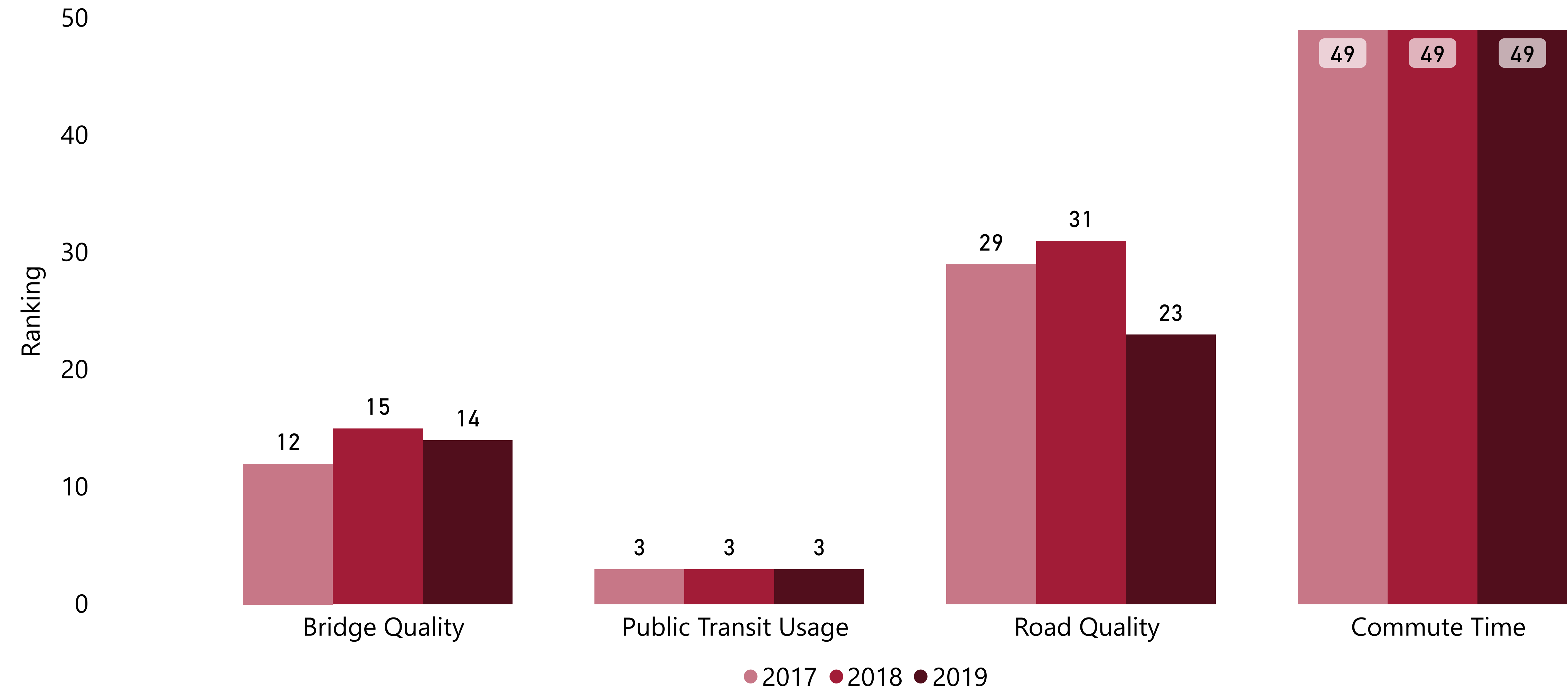
Chart 10.2.1: Maryland's Rank Among All 50 States



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.2: Ranking in National Transportation Infrastructure Assessment

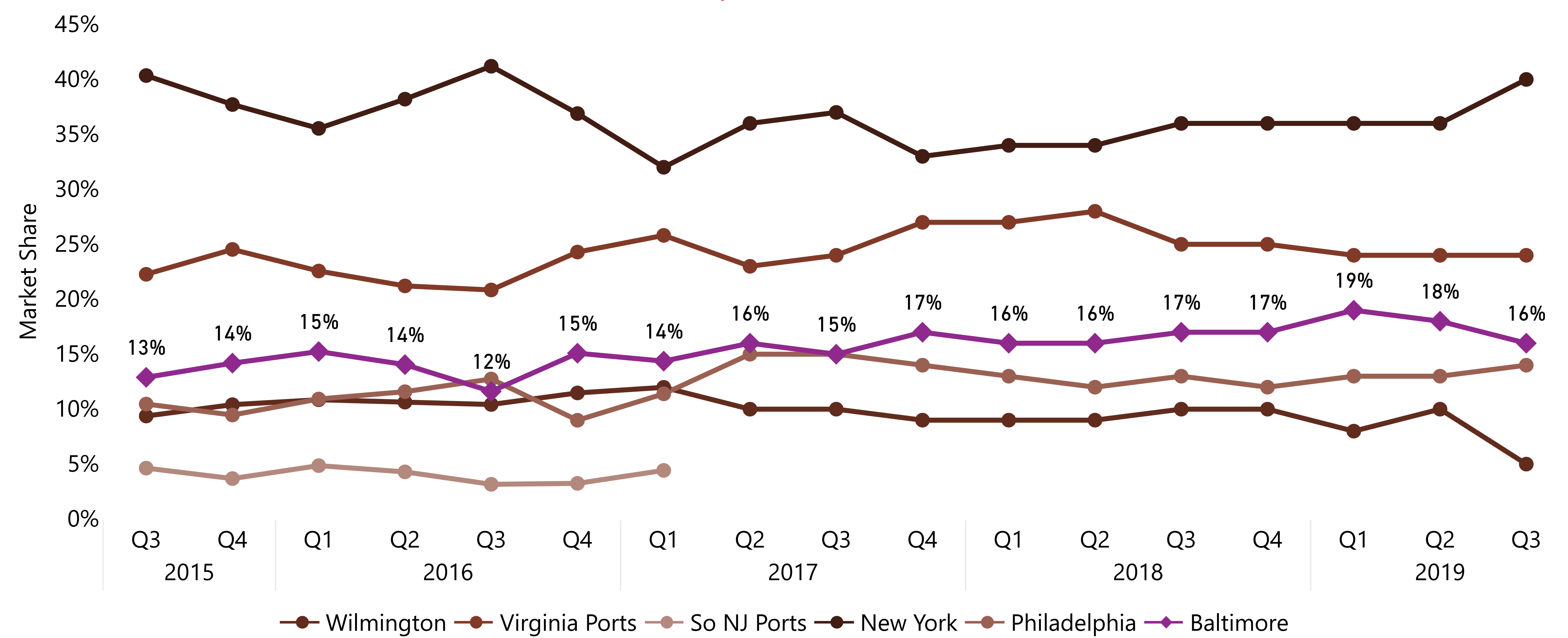
Chart 10.2.2: Maryland's Rank Among All 50 States in Transportation by Category



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

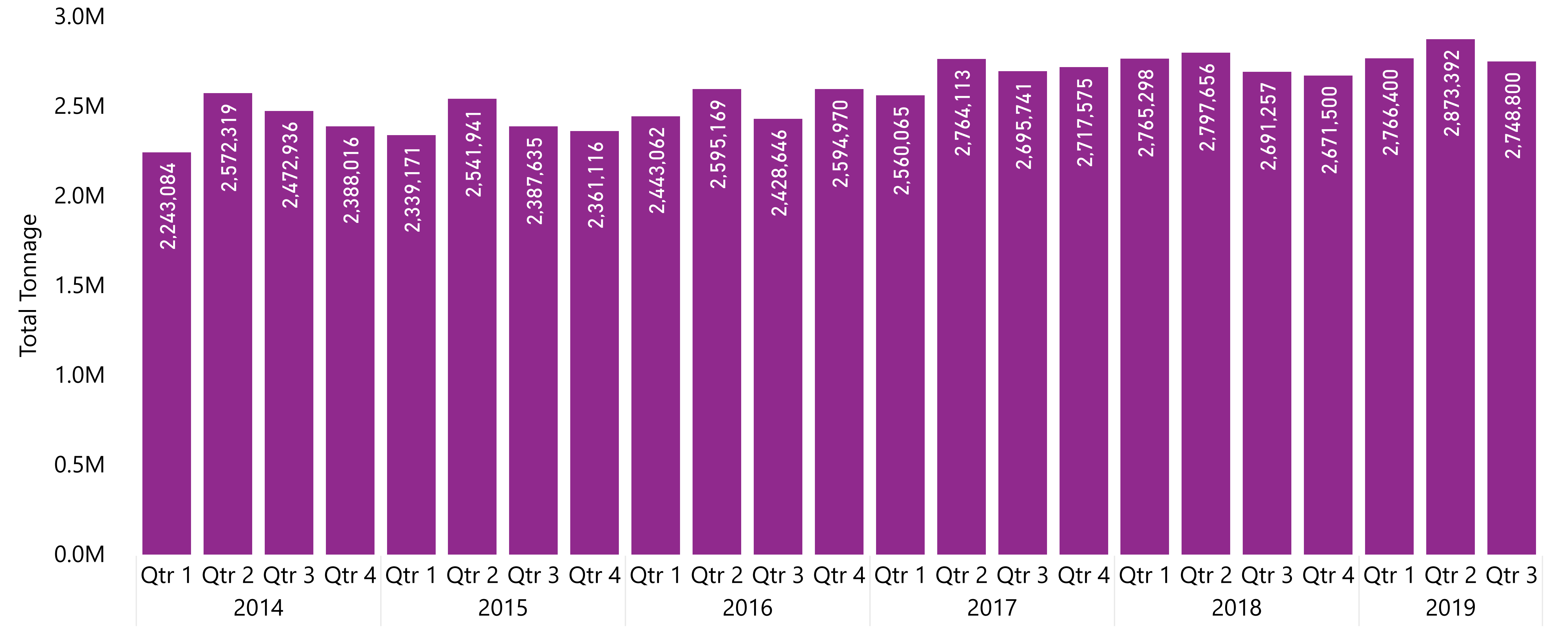
Chart 10.3A.1: Quarterly Market Share, Mid-Atlantic Ports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility

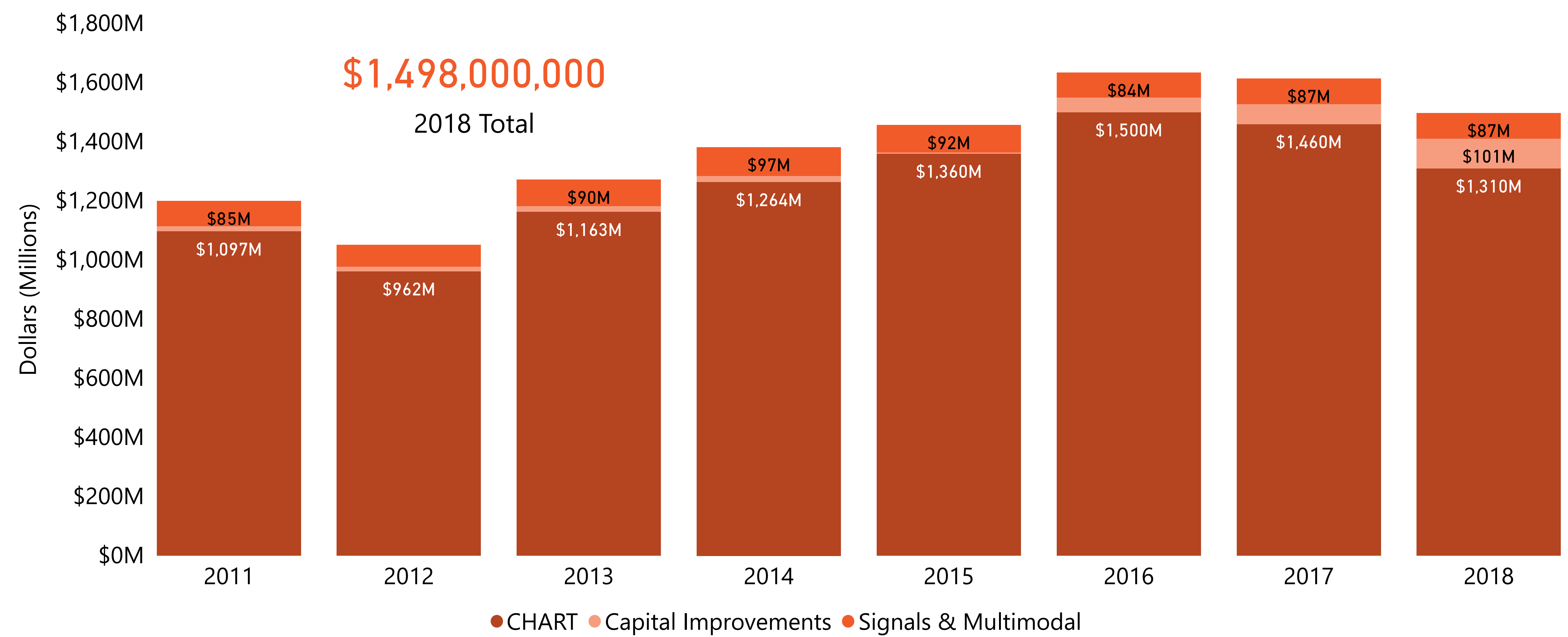
Chart 10.3B.1: MPA Total General Cargo Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.6: Total User Cost Savings for the Traveling Public due to Congestion Management

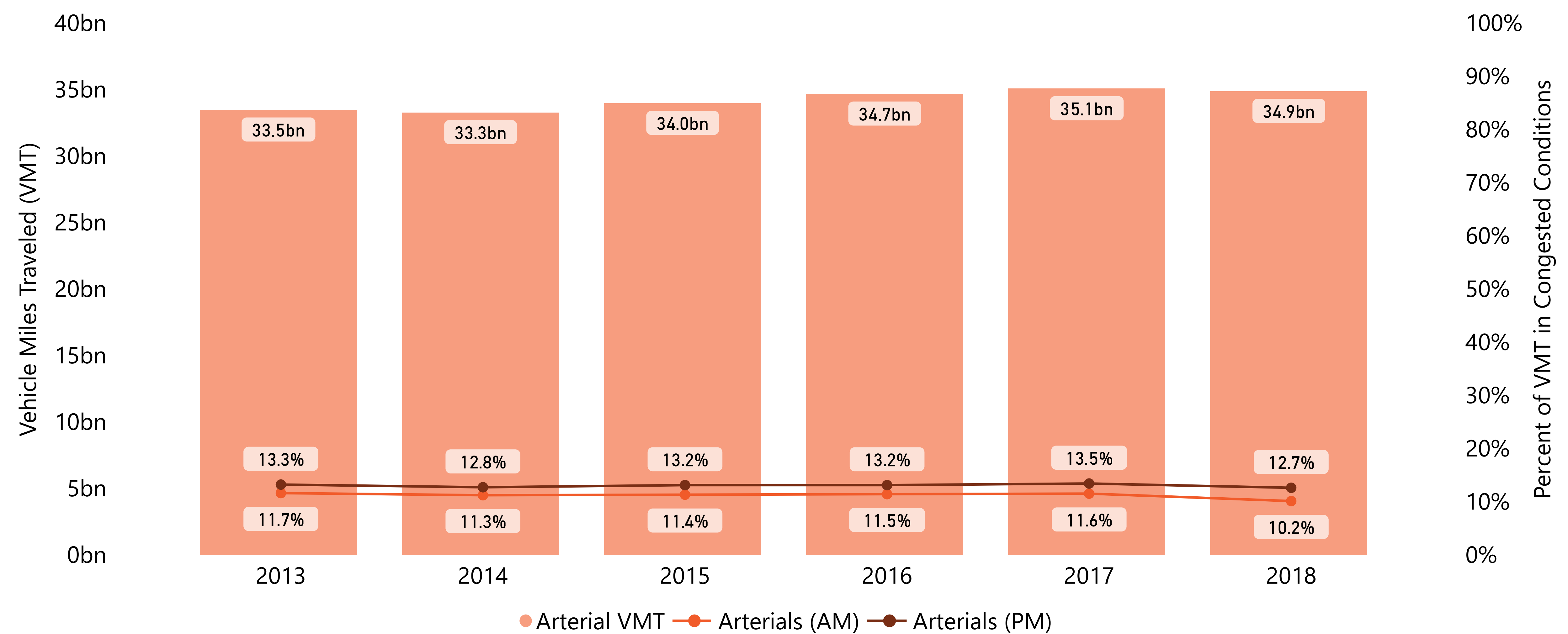
Chart 10.6A.1: Annual User Cost Savings through MDOT Congestion Management Efforts



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.7: Percent of VMT in Congested Conditions on Maryland Freeways and Arterials During Peak Hours

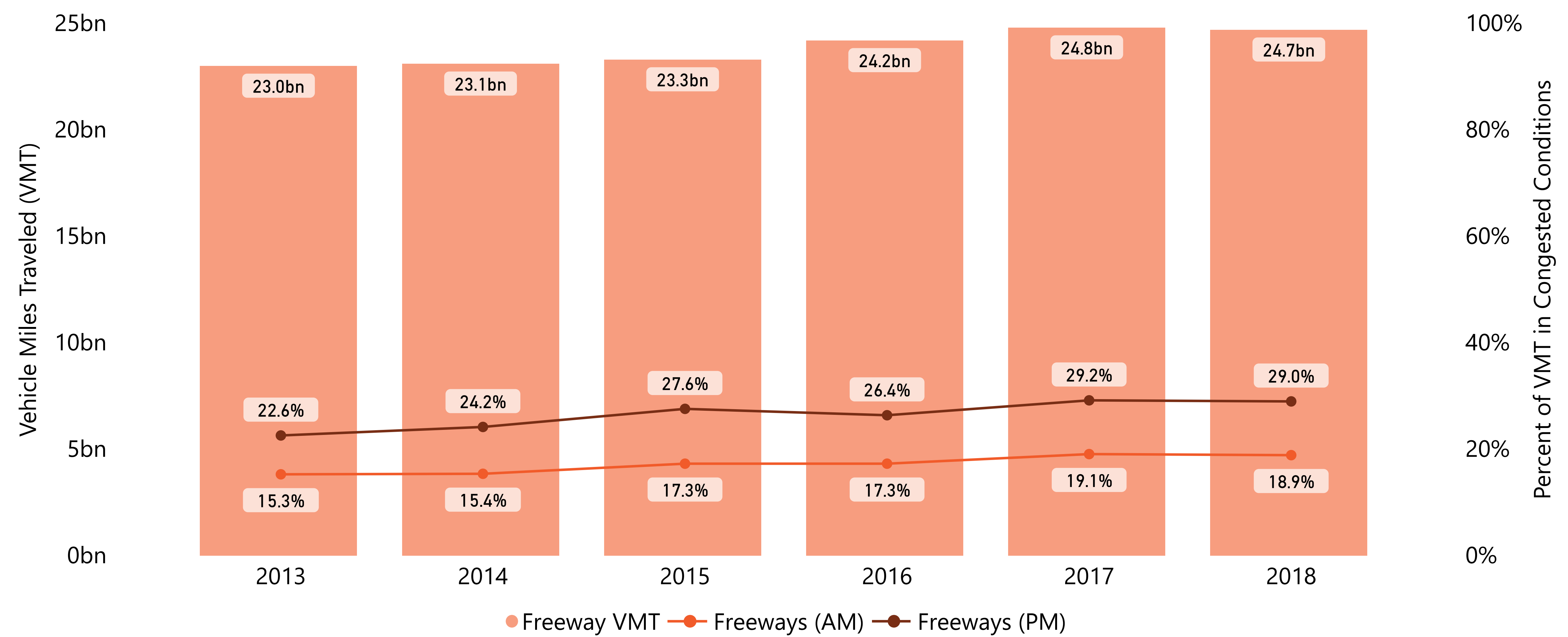
Chart 10.7A.1: Peak Hour Congested VMT Trends on Maryland Arterial Roadways



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.7: Percent of VMT in Congested Conditions on Maryland Freeways and Arterials During Peak Hours

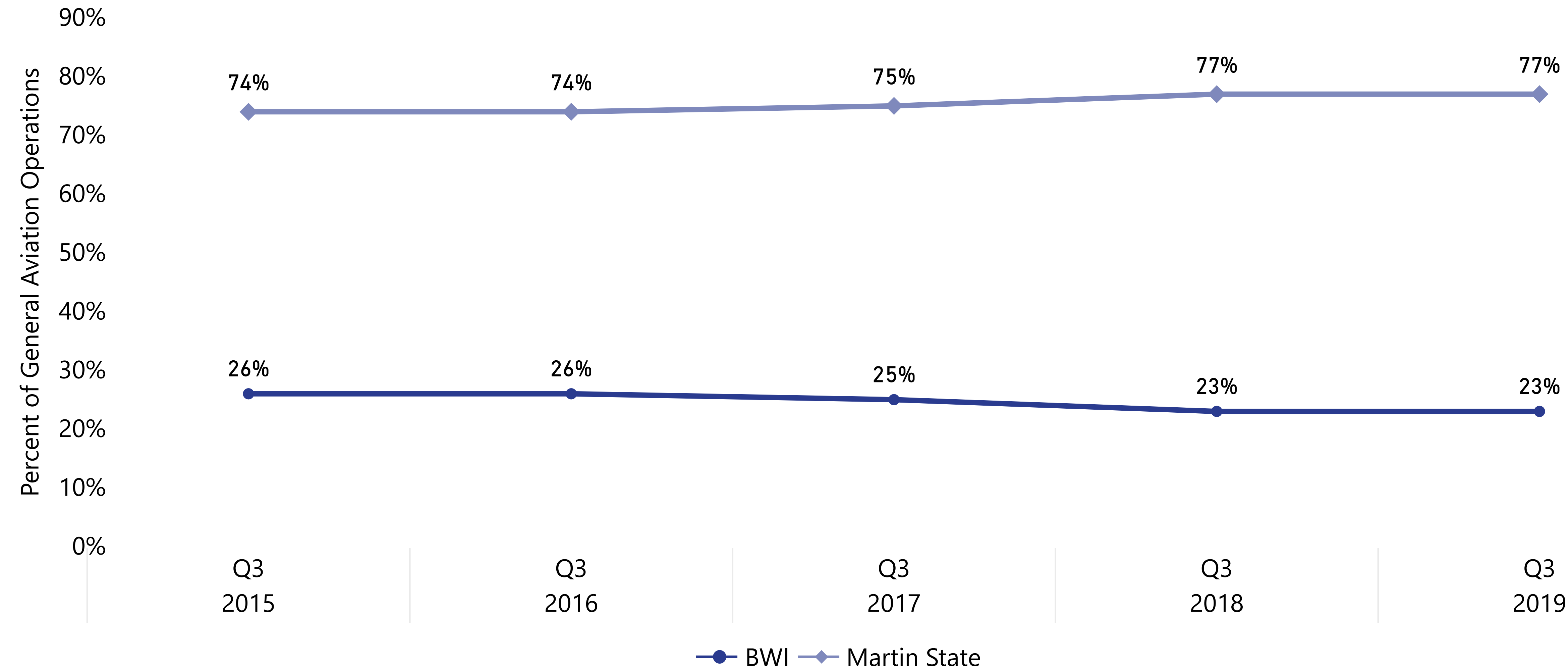
Chart 10.7A.2: Peak Hour Congested VMT Trends on Maryland Freeways



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

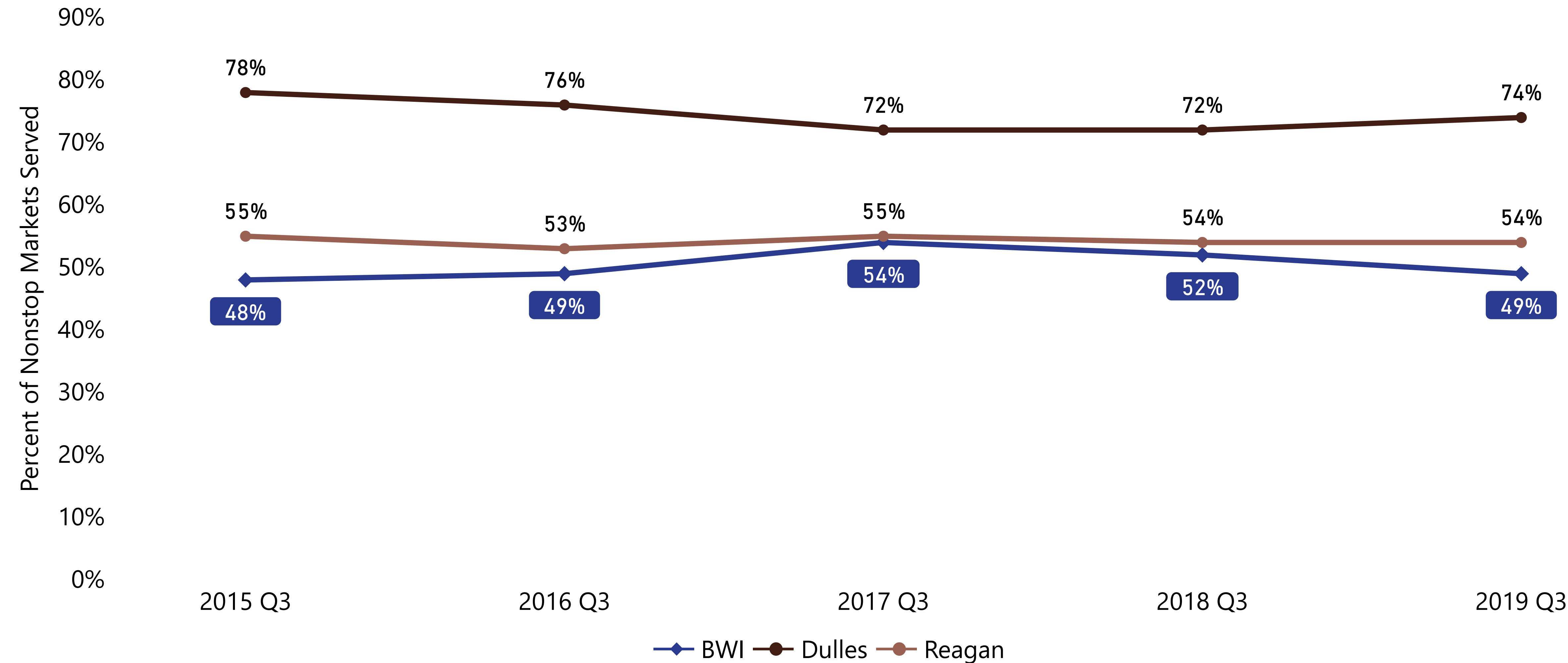
Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share

Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports

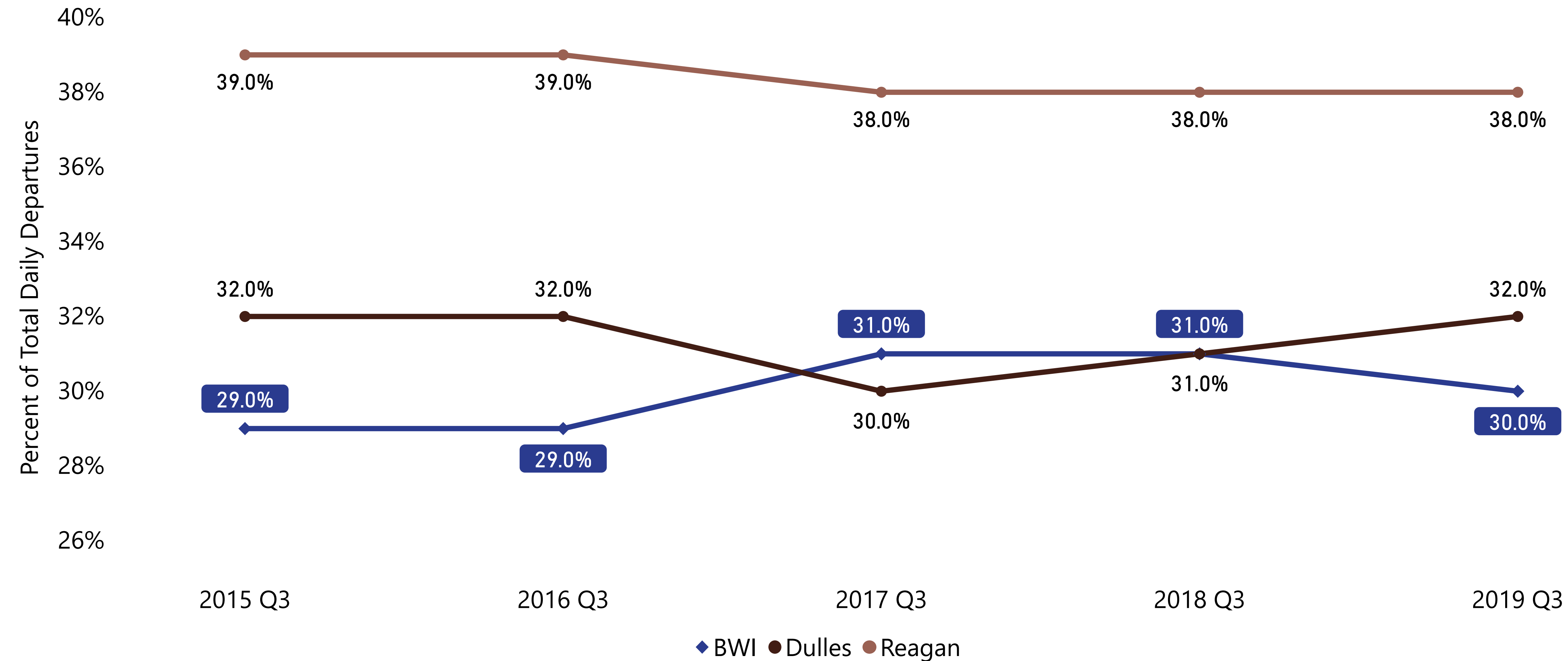
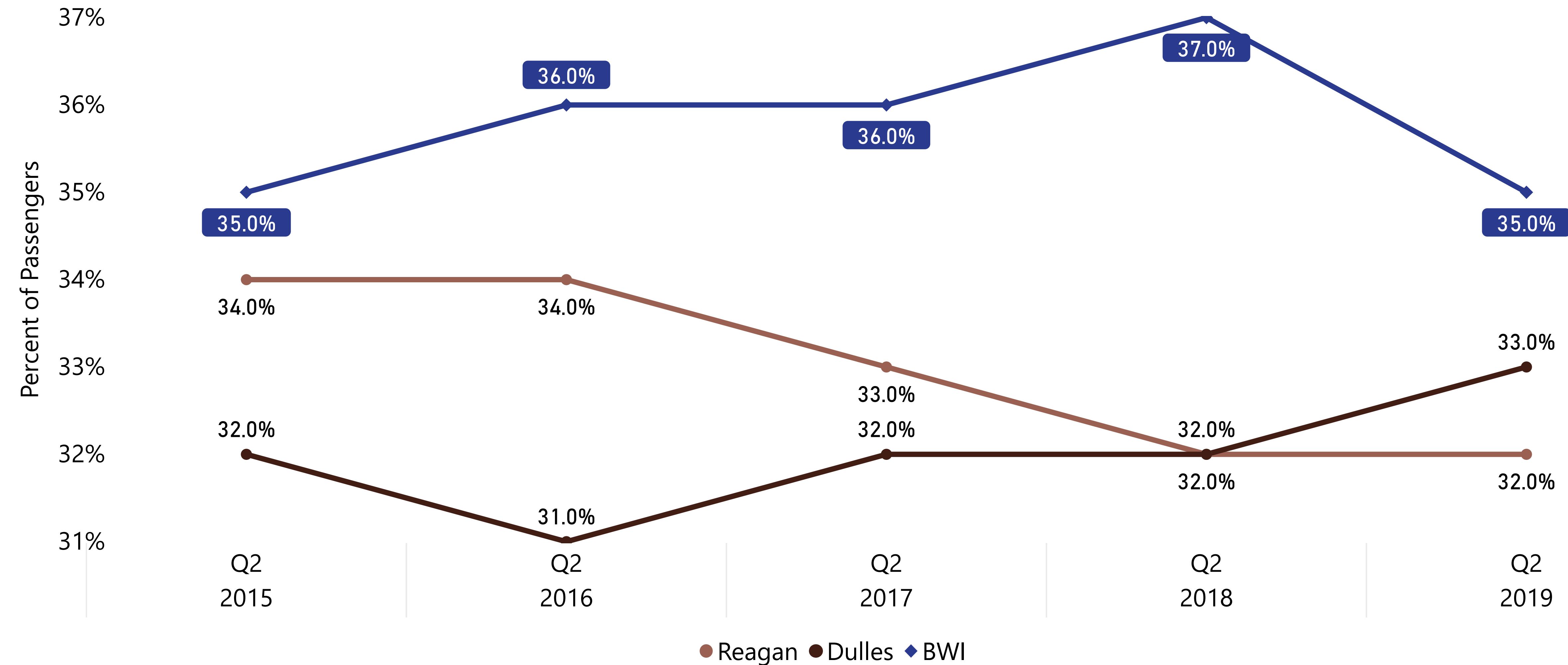


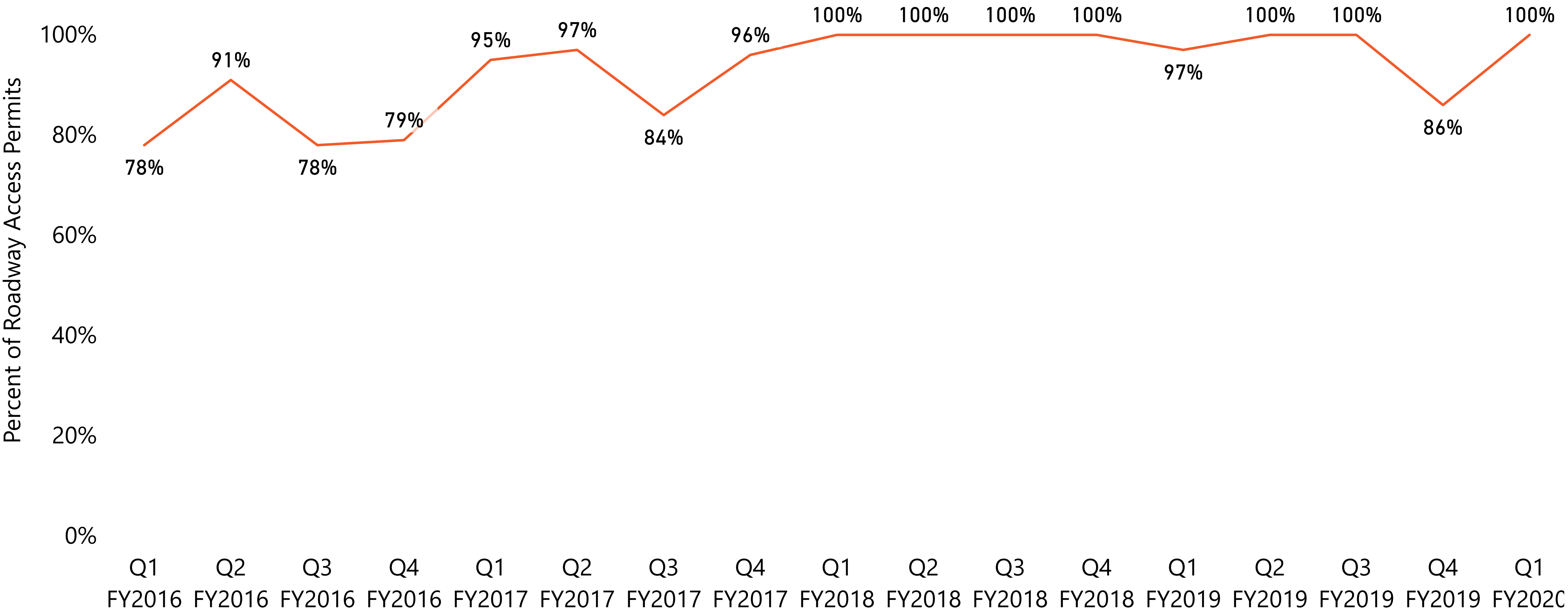
Chart 10.8C.2: Percent of Passengers Using the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.9: Percent of Roadway Access Permits Issued within 21 Days or Less

Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter





PRESENTING:

TANGIBLE RESULT #10

TBU SPECIFIC MEASURES

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM TSO 10.1: Value of Land Sold

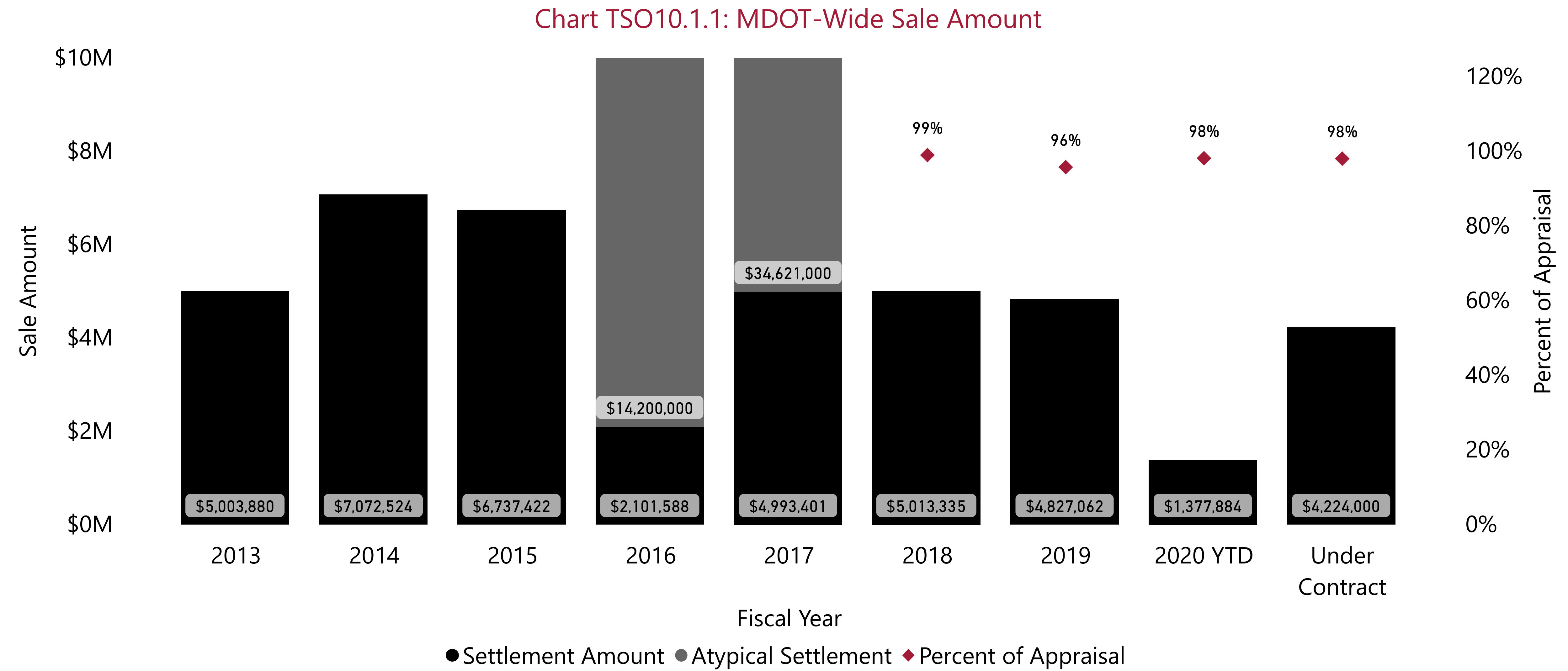


Chart TSO10.1.2: MDOT-Wide Number of Parcels Sold

